



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग)
All India Institute of Medical Science, Raipur

खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग) के लिये बोलीदाताओं / फर्म / एजेंसी इत्यादिसे प्रस्ताव नहीं बल्कि प्रस्ताव प्राप्त करने का आमंत्रण है, संविदात्मक दायित्व तब तक नहीं होगा जब तक कि औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/ फर्म/ एजेंसी इत्यादि के साथ एम्स रायपुर के विधिवत अधिकृत अधिकारियों के द्वारा निष्पादित न किया गया हो।

DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.

अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग)

All India Institute of Medical Science, Raipur

G.E. Road, Tatibandh, Raipur- 492099, Chhattisgarh

Tele: 0771- 2577337, email: securityoffice@aiimsraipur.edu.in

Website: www.aiimsraipur.edu.in



Notice Inviting Tender

TENDER FOR

“Engagement of agency for Providing Security Services on Job Outsourcing Basis”

At

All India Institute of Medical Sciences, Raipur

CRITICAL DATE SHEET

Published Date	19/12/2019
Bid Document Download / Sale Start Date	19/12/2019 Time 06.00PM
Clarification Start Date	20/12/2019 Time 10.00AM
Clarification End Date	30/12/2019 Time 06.00PM
Pre bid meeting	28/12/2019 Time 10.00AM
Bid Submission Start Date	04/01/2020 Time 10.00AM
Bid Submission End Date	11/01/2020 Time 06.00PM
Bid Opening Date	13/01/2020 Time 03.30PM

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Tatibandh, GE Road, Raipur-492 099 (CG)
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Subject:- TENDER FOR PROVIDING SECURITY SERVICE AT AIIMS, RAIPUR

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Section- 01:- Instruction to Bidders

1. Director AIIMS Raipur invites online bids on single stage two bid system for “Engagement of agency for Providing Security Services on Job Outsourcing Basis at AIIMS, Raipur”.
2. Tender document may be downloaded from AIIMS web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted under any circumstance.
4. Bid documents may be scanned with 100 dpi which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.
6. **The Technical qualifications and documents required with technical bid are mentioned in Annexure -A**

General Terms and Conditions:-

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process in online bidding, Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. ***Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.***
4. **Quotations/Bid should be valid for 180 days** from the tender due date i.e. tender opening date.
5. The bidder must be having a valid labour license, ESIC, EPF, GST, PAN numbers and all other permissions, registrations, licences etc. which are applicable in the present case, on the date of submission of bids.
6. Documentary evidence of all permissions, registrations, licences etc. mentioned above must be enclosed with the tender document.
7. A copy of firm/company registration must be enclosed with the bid document.
8. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc must be submitted as part of technical bid.
9. The no. of posts shown is approximate and may vary as per demand of the Institute at the time of placement of order and during the course of work. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD will

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be liable to be forfeited. Furthermore on completion of the stipulated time period, Work Order may be cancelled and will be awarded to another qualified bidder with the negotiated terms & conditions as per Institutes norms.

10. All disputes shall be subject to Raipur Jurisdiction only
11. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> at Security office , AIIMS Raipur Premises at the prescribed time.
 - a Financial bids of only those bidders will be opened whose technical bids are found suitable by the expert committee appointed for the purpose.

12.Award of Contract

- a) AIIMS Raipur will award the contract to the bidder whose quotation has been determined to be substantially responsive and with the highest marks /rank i.e. total of technical evaluation marks (70% weightage) & financial evaluation marks (30% weightage) shall be deemed as the successful bidder and shall be considered eligible L1 bidder for further process . A bid will be considered as substantially responsive if it conforms to all terms & condition of the bid documents without material deviations.
- b) In case of tie i.e. same score for two or more firms the L1 will be decided on the basis marks scored in technical evaluation and in case of marks in technical evaluation also being same, on the basis of the marks scored by vendor in second, third & eighth rows of criteria of technical bid evaluation.
- c) In comparable situation, the tender evaluation committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
- d) The following deviations will be deemed material deviations:
 - i. Non-submission of appropriate Bid Security;
 - ii. Bid-validity period less than that stipulated in this tender document;
- e) AIIMS Raipur's decision regarding responsiveness of bids will be based on the contents of the bid itself without recourse to extrinsic evidence and will be final.
- f) A bid determined as substantially non-responsive will be rejected by AIIMS Raipur and shall not be considered beyond tender opening stage by correction of the non-conformity.
- g) AIIMS Raipur may waive any minor infirmity or non-conformity or irregularity in a bid which in its opinion does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- h) Notwithstanding the above, AIIMS Raipur reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- i) The bidder whose bid is accepted will be notified of the award of contract by AIIMS Raipur prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.
- j)The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.

13.Earnest Money:

- a. Earnest money deposit of ₹ 57,70,000/- is to be submitted by means of a Bank Demand Draft/FD/BG, of a scheduled bank payable/encashable at Raipur. (a scanned copy to be uploaded on CPP Portal). It is also clarified that the bids submitted without earnest money/exemption certificate will be summarily rejected. The DD/FD/BG may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The earnest money (DD/FD/BG or any exemption certificate) must reach the office of the Security Officer, Gate no. 5, Nursing College Building, Ground Floor, AIIMS, Raipur prior to opening of tender.
- b Tenders without Earnest Money will be summarily rejected.
- c Central/State Public Sector undertakings/autonomous bodies are exempted from furnishing Earnest Money.**
- d No request for transfer of any pervious deposit of earnest money or security deposit or

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payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

- e No claim shall lie against AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
- f The earnest money will be returned to the unsuccessful tenderers after the tender is awarded.
- g EMD should remain valid for a period of 180 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

14. The Bidder should have at least 3 years experience of providing security services to Central/State Govt. Agencies including PSU/Autonomous Organizations and reputed Private Companies and also having executed minimum value of **₹5.77Crore** of contract of providing security services last three years (i.e. 2016-17, 2017-18 & 2018-19).

15. The average annual turnover of the bidder in the last three financial years ending 31/3/2019 should be not less than **₹14.43 Crore**. **The bidder should submit a copy of audited balance sheet for the last three (03) financial years (2016-17, 2017-18,2018-19)**and certificate issued by Chartered Accountant verifying the annual turnover.

16. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations (such as Private Security Agencies (Regulation) Act 2005) and Chhattisgarh Private Security Agencies Rule 2008 etc. as per law valid at least for 12 months from the date of the opening of tender. Please note that agencies engaged in the rehabilitation and resettlement of ex-servicemen should be empanelled/ registered with DGR.

17.Tender Cost:- Exempted as per GFR -2017.

18. In case the service provider requires any clarification regarding the tender documents, they are requested to contact the Security Officer, AIIMS Raipur through **e-mail: securityoffice@aiimsraipur.edu.in** on or before end date of clarification as per critical date sheet.

19. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.

Security Officer,
For and on behalf of **Director, AIIMS Raipur.**

Section- 02

Other Terms & Conditions:

1. Pre-Bid Meeting:-

The pre-bid Tender meeting will be held **on 28/12/2019 at 10.00AM in the Committee Hall, 1stFloor, Medical College Building, AIIMS, Raipur** regarding clarifying any points regarding these tender documents by the prospective bidders. The agency(s) may get clarified any confusion regarding any terms and condition of the contract during pre-bid meeting and thereafter any claim of doubt/confusion or any things relating to this contract will not be entertained and it will be deemed that the agency has understood every things about this tender. The date of the opening of the technical bid will posted on the official website and the bidders should attend the same. Thereafter, the technical bids will be evaluated and names of the bidders who are technically qualified will also be posted on the official website. A meeting will be held to verify the documents as submitted in support of qualifying criteria in respect of only technically qualified bidders and they have to produce original documents for verification. Those who will fail to produce any desired document in original on the appointed date and time, theirs bid will be rejected without giving them any further opportunity.

2. Performance Security Deposit (PSD):-

a.)The successful bidder shall have to submit a 10% of performance security deposit (PSD) within 21 days from the date of issue of Letter of Award (LOA). In case of the contract fails to submit the requisite PG within 21 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item.

b). Performance Security Deposit is mandatory. Central State PSUs/autonomous bodies are however, exempted from submission of Performance SecurityDeposit.

c). Successful bidder/firm should submit performance security as prescribed in favour of "AIIMS, Raipur" to be received in the office of Security Officer, Ground Floor, Nursing College Building, Gate No.-5, Tatibandh, Raipur (C.G) Pin-492099

d). The Performance Security should be established in favour of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.

e). Validity of the performance security shall be for a period of 60 days beyond the expiry of contract.

3. Forfeiture of Performance Security Deposit

If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS RAIPUR shall without prejudice to its other rights and remedies hereunder or at the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS RAIPUR from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

4. Contract Period:-

a) The duration of the contract shall be **for a period of One (01) year which may be extended or curtailed, at the discretion of the Institute.** Extension(s), if any, will be granted for a period of 1 year at a time, on mutually agreed terms and conditions, subject to successful/satisfactory completion of initial contract. The Agency, however, will have no right to claim extension on the basis of satisfactory completion of the initial contract. The extension will be entirely at the discretion of the Institute.

b) The period of the contract may be curtailed/terminated before the completion of the contract period due to reduction/cessation of manpower requirement or owing to deficiency in service or

substandard quality of the manpower deployed by the selected Company / Firm /Agency or otherwise at the discretion of the AIIMS, Raipur.

c) AIIMS Raipur reserves right to terminate the contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm / Agency. The agency, however, will have no option to withdraw from the contract on its own during the initial contract period of one year.

5.A.Engagement of Security Personnel:-

The Contractor shall make its own arrangements for the engagement of all Security and other administrative personnel for providing security services in Institute premises and shall use all diligence in arranging for a sufficient and suitable supply of such personnel but all such arrangements in **India** shall be in accordance with the general local usage and subject to the Applicable Laws. The deployment of the ASO/security guards/ Fire Guard / Guardcum clerk/supervisors/Fire Supervisor/ Office Supervisor /gunman/Bouncers/CCTV Operators/CCTV Supervisors/ CCTV maintenance Supervisor, etc. should be as per the Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Chhattisgarh Private Security Agencies Rules, 2008.

5.B).Qualification For the Personnel:-

1. a) Assistant Security Officer:-

(i) Should be able to organise the security system. Should be in a position to analyze security needs, necessary security parameters; and best security measure available, identify possible security threats.

(ii) Should be minimum a Graduate. Preference should be given to **Preferably Ex- Para military, Ex-state Police, Ex-Serviceman, BBA with hospital security related work experience.**

(iii) Should be able to exercise command and control over the security personal deployed.

(iv) Should have knowledge of English, Hindi and Local Language.

b) Security Supervisor:-

(i) Should have knowledge of security related matters, hospital safety, fire fighting and allied function.

(ii) Should be minimum 12th Pass . Preference should be given to **Preferably Ex- Para military, Ex-state Police, Ex-Serviceman, Anyone with hospital security related work experience.**

(iii) Physical Standards and medical fitness as per PASARA Act and Rules.

(iv) Should be able to control over the security personal deployed.

(v) Should have knowledge of English, Hindi and Local Language.

c) CCTV Supervisor:-

(i) Background of surveillance and monitoring through CCTV systems.

(ii) Knowledge of Security procedures and protocols.

(iii) Minimum 12th Pass with CCTV related experience. **(Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman and hospital security related work experience) M/F**

(iv) Should have knowledge of Hindi or English and Local language.

d) CCTV Maintenance Supervisor:-

(i) Knowledge of Security procedures and protocols.

(ii) Background of repairing and maintenance of CCTV system.

(iii) Minimum 12th Pass with CCTV related experience.

(iv) Should have knowledge of Hindi or English and Local language.

(v) Preferably hospital security related work experience.

e) Fire Supervisor :-

(i) Back Ground and Experience of Fire fighting, Fire Safety and handling

emergency management

(ii) Minimum 12th Pass.

(iii) One year diploma in fire & Safety from a Govt. recognize college.

(iv) Should have knowledge of Hindi or English and local language.

(v) Minimum experience 5 year.

(vi) Should have valid LMV licenses.

(vii) Fulfilling requirements of physical standards and medical fitness as per PASARA Act and Rules

(viii) Preferably hospital security related work experience.

f) Office Supervisor :-

(i) Minimum 12th Pass with experience in **MS word, Excel. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman) M/F.**

(ii) should have experience in office work.

(iii) Knowledge of Security procedures and protocols.

(iv) Should have knowledge of Hindi or English and Local language.

(v) Preferably hospital security related work experience.

g) Security guards with arms:-

(i) Should have a valid gun license

(ii) should have knowledge of security related matters.

(iii) Good physique and personality, fulfilling requirements of physical standars and medical fitness as per PASARA Act and Rules.

(iv) Minimum 10th Pass. Should have knowledge of Hindi Or English and Local language. **(Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F**

h) Bouncer:-

(i) Should have knowledge of security related matters, hospital safety, crowd control and allied functions.

(ii) Good physique and personality, fulfilling requirements of physical standars and medical fitness as per PASARA Act and Rules.

(iii) Minimum 10th Pass. Should have knowledge of Hindi Or English and Local language. **(Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F**

i) CCTV Operator:-

(i) Background of surveillance and monitoring through CCTV systems.

(ii) Knowledge of Security procedures and protocols.

(iii) Minimum 12th Pass. **(Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F**

(iv) Should have knowledge of Hindi or English and Local language.

j) Fire Guard :-

(i) Back Ground and Experience of Firefighting, Fire Safety and handling emergency management

(ii) Minimum 10th Pass.

(iii) One year diploma in fire & Safety from a Govt. recognize college.

(iv)Should have knowledge of Hindi or English and local language.

(v) Minimum 2 year working experience in the field of fire& safety field

(vi) Should have valid LMV licenses.

(vi) Fulfilling requirements of physical standards and medical fitness as per PASARA Act and Rules

(vii) Preferably hospital security related work experience.

k) Security Control Room Operator:-

(i) Should have knowledge of security related matters, hospital safety, crowd control and allied functions.

(ii) Minimum 12th Pass. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F.

(iii) Preference will be given to a person who has Radio operator related experience.

(iv) Should have knowledge of Hindi or English and Local language.

l) Guard Cum Clerk:-

(i) Basic computer knowledge is preferred.

(ii) Should have knowledge of security related matters, hospital safety, crowd control and allied functions.

(iii) Minimum 12th Pass. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F.

(iv) Should have knowledge of Hindi or English and Local language.

m) Security Guards without arms :-

Matriculation from a recognized School / Board. Should have knowledge of Hindi and Local Language. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F.

a. The Security Agency shall not employ/ deploy any Security Guards Civilian below the Age of 18 years and above the age of 55 years. However, age limit for Assistant Security Officer, Security Supervisor & Security Guards (Ex-Serviceman/ Ex- Para Military, Ex- State Police) should not be below the age of 30 years and above the age of 60 years. Security Personnel so engaged shall be trained for providing watch & ward services before joining time.

b. Should have knowledge of Security related matters, Hospital safety and allied Functions.

Person shall be eligible for being engaged or employed a private security guard if he fulfils the standards of physical fitness as specified below:-

d. Good Physique and personality. Height, 165cms (for female 150 cms), Weight according to standard table of Height and Weight, Chest minimum 81 cm to 84 cm (The guards required to have minimum 81 cm chest in an unexpanded state and with expansion it should be minimum 85 cm for all guards minimum expansion has to be 4 cm, failing which he will be ineligible for appointment). For females, no minimum requirement for chest measurement.

e. Should fulfilling requirement of physical standards and medical fitness as per PASARA Act and Rules. Eye sight: far sight vision 6/6, near vision 0.6/0.6 with or without correction, free from colour blindness, should be able to identify and distinguish colour display in security equipments and read and understand display in English alphabets and Arabic numerals.

f. Hearing: free from any defect; able to hear and respond to the spoken voice and alarms generated by security equipments.

- The candidate must have dexterity and strength to perform searches, handle objects and use force for restraining the individuals in case of need.
- A candidate must be free from any contagious or infectious disease. He must not be suffering from any disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the public.

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- Agency shall ensure that every Private security guard working for it undergoes a medical examination after every twelve months from his last such examination so as to ensure his continued maintenance of physical standard as prescribed for the entry level.

6.Right of Acceptance:-

AIIMS, Raipur reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender.

AIIMS, Raipur will be at the discretion to decide to whom the contract will be awarded as per the terms and conditions of this tender.

7.Validity of the bids:-

The bids shall be valid for a period of **180 days** from the date of opening of the tender and no request for any variation in quoted rates and / withdrawal of tender on any ground by successful bidder(s) shall be entertained.. This has to be so specified by the tendered in the commercial bid which may be extended, if required.

8..Subletting of contract:-

The tender is not transferable. One tenderer shall submit only one tender. The successful firm will not be allowed to sublet the contract or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Raipur, which will be at liberty to refuse if thinks fit.

9. Bid Evaluation Criteria and selection procedure : - A two-stage procedure shall be adopted for evaluating the proposals. The selection will be done using **Quality cum Cost Based Selection (QCBS)** process. 70% weightage would be given to the Technical evaluation and 30% weightage would be given to the financial bid. The financial bids of only those firm/agencies will be opened who qualify technically. ***All calculations will be upto two decimal points with rounding off except where specifically provided otherwise.***

(i) Evaluation parameters for Technical Bid – Technical bids as per the conditions mentioned at Annexure A will be evaluated as under:-

Sr. No.	Description	Parameter	Points
1	Turnover of last 01 financial year(*)	Above 35 Cr.	20 Pts.
		From 25 Cr. to 35 Cr.	10 Pts.
		Below 25 Cr.	06 Pts.
2	Experience in 150 bed Hospital (Minimum One Year experience in last two years from tender published date)	Minimum 3 Hospitals	25 Pts.
		Minimum 2 Hospitals	20 Pts.
		Minimum 1 Hospitals	15 Pts.
3	Experience in Govt. (State/Central/PSU/ Autonomous) (Minimum One Year experience in last two years from tender published date)	Minimum 3 Institute	15pts
		Minimum 2 Institute	10 pts
		Minimum 1 Institute	05 pts
4	Amount deposited in ESIC during the last one year.	>1.00 Crore	05pts.
		>75 Lakh to < 1.00 Crore	04pts.
		>50 Lakh	03pts.

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5	Amount deposited in EPF during the last one year.	>2.00 Crore	05pts.
		>1.5 Crore to < 2.00 Crore	04pts.
		>1.00 Crore	03pts.
6	Valid ISO Certificate	Proof Copy	10 pts.
7	Number of Manpower in one Organization	Above 200	10 Pts.
		100-200	05 Pts
		<100	02 Pts.
8	Presentation (Proposed work plan) <ul style="list-style-type: none">• Business Model (Scope of Profit)• Deployment structure.• SOP for fire safety, crowd management, Access control etc.• Reinforcement during contingency.• Logistic maintenance etc.	Out of	10 Pts.
		Total Points	100

(*) Last one financial year = 2018-19

The above Parameters shall be evaluated by the Technical Evaluation Committee.

- a).All the bidders must attach only the necessary relevant document/proof/license for deserving the marks mentioned in the above mentioned table from Sl.no.01 to Sl.no.08.
- b) After issuing LOA the selected agencies are required to bring and display their own security equipments to the AIIMS, RAIPUR as per Tools and Equipments . ***(Equipments should not be older than six months from the date of issuing of LOA.)***
- c) Physical verification of barracks and equipments will have to be done before issuing work order.
- d) As per the instruction of the evaluation committee for deserving the suitable marks along with proper papers/bills/license and other proof. For this purpose the AIIMS, RAIPUR will not give any amount of rupees. The date and time will intimate to all the bidders before 24 hours only.
- e) The technical evaluation committee may also surprise visit and inspect of the bidders office, Head office, branch office, training academy, fire fighting training academy, control room, vehicles and may take interview of the bidders driver, officers, managers, training officer, HR officer.
- f).During the above mentioned surprise visit and inspection if anything found false, not up to standard, not the way of correct process, the evaluation committee will **reject the bidders technical bid**, in this regard the decision of the technical evaluation committee is **final and binding**.

PART-A

`Rate quoted will include all statutory obligations of the service provider under Gratuity, Insurance of security personnel, Identity Card, Salary Slip, Salary Sheet, Maintenance of records, Stationary, Security tools and equipments, Guns and their Bullets, Uniform for security personnel, registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel, Mess

facility, Barrack facility with basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) and proper hygiene for security personnel (For Min. 100 security personnel), training to Security personnel etc and all the tools and security equipments as per the quantities mentioned Page No.-34 & 35, Point No.7 of Section-3 (Schedule Works/ Requirements), service charges exclusive of taxes etc. The offers of those prospective bidders, which do not meet the statutory requirements, are liable to be rejected. All the above expenses must be included only in the service charge of the bidder.

PART-B

1- Outsourcing agency will **provide 2 Nos. of two wheeler model (HERO SPLENDOUR, BAJAJ PULSAR etc) with fuel and maintenance.** The vehicle should not be older than **1 (ONE)** year from the date of manufacturing i.e, [MODEL-2019]. **Running limit 2000 km/month and a fixed amount of worth Rs. 4000/- for each two wheeler will be paid to the outsourcing agency for the same on submission of bill.** If the prescribed limit exceeds, it is chargeable at AIIMS Raipur for Rs.4/ km .

2- Outsourcing agency will provide **1(ONE) No. of Four Wheeler (Hard Top vehicle model- TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.)with fuel, maintenance and driver.** The vehicle should not be older than **1(ONE)** year from the date of manufacturing i.e, [MODEL-2019].

Running limit 2000 km/month and a fixed amount of worth Rs.45000/-per month will be paid to the outsourcing agency for the same on the submission of bill. If the prescribed limit exceeds, it is chargeable at AIIMS Raipur for Rs.10/ km.

3-The agency must provide the vehicles (as per the requirement) within 30 days from the date of issuing of LOA.

4- All bills must be backed up by the copy of the daily Log book.

5-Valid Registration certificate issued by the concerned RTO.

1. The service charge should be quoted as a percentage of wages, relieving charges and employer's EPF/ESI contribution. Quoting of fixed amount as service charge will result in summary rejection of the bid. The Service charge quoted should be responsive and the same should be inclusive of provision for all expenses incidental to the execution of the contract by the bidder, including but not limited to, supervision, leave reserve, workman's compensation insurance, salary slip, Maintenance of record, stationery etc.. Employer's contribution towards EPF, ESI; if applicable, and other taxes will be paid on reimbursement basis on production of valid documents/challan. The amount of "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period, wage revision of the security personnel's will be applicable as per central labour commissioner (GOI) from time to time.

In case 0% or unreasonably low service charge is quoted by the same will be treated as non responsive bid. The bidders may be called upon to explain their business model and scope of profit at the rates quoted by them. In case the bidder fails or refuses to do so, the bid may be declared as not responsive. The bidder shall quote percentage upto 2 decimal point. If the bidder quotes percentage with more than 2 decimal points. Then upto two decimal point will be taken into consideration without rounding up.

The proposal with the lowest cost bid will be given a financial score of 100 and other proposals will be given financial score that are inversely proportionate to the lowest cost bid. Financial bids declared non responsive will be awarded zero marks. For e.g. assuming that out of technically qualified bids a firm "A" who has quoted 5% service charge is lowest one. It will be given a financial score of 100. Other technically qualified firms who have quoted above 5% will be given the financial score as worked out in the following examples.

<u>Firms</u>	<u>Bid Rate</u>	<u>Financial Score</u>
Firm "B" -	6% -	$5/6 \times 100 = 83.33$
Firm "C" -	7% -	$5/7 \times 100 = 71.43$
Firm "D" -	8% -	$5/8 \times 100 = 62.50$

(ii) Selection process – The contract will be awarded to the firm scoring highest combined score. For working out the combined score for award of contract, the following formula will be applied:

$$\text{Combined score} = \{T(w) \times T(s)\} + \{F(w) \times F(s)\}$$

where :-

T (w) stands for weight of the technical proposal

T (s) stands for technical score

F (w) stands for weight of the financial proposal

F (s) stands for financial score as worked out above

For e.g. if a firm score 80 marks in technical bid and 50 marks in financial bid the total points will be worked out as follows:-

$$\begin{aligned} & \{T(w) \times T(s)\} + \{F(w) \times F(s)\} \\ & [(70/100) \times 80] + [(30/100) \times 50] \\ & \text{Total} = 56 + 15 = 71 \text{ Points.} \end{aligned}$$

The proposals will be ranked in terms of total points scored. The proposal with the highest combined score (H-1) will be considered for award of contract.

10. Award of Contract

a) AIIMS Raipur will award the contract to the bidder whose quotation has been determined to be substantially responsive and with the highest marks /rank i.e. total of technical evaluation marks (70% weightage) & financial evaluation marks (30% weightage) shall be deemed as the successful bidder and shall be considered eligible L1 bidder for further process . A bid will be considered as substantially responsive if it conforms to all terms & condition of the bid documents without material deviations.

b) In case of tie i.e. same score for two or more firms the L1 will be decided on the basis marks scored in technical evaluation and in case of marks in technical evaluation also being same, on the basis of the marks scored by vendor in second, third & eighth rows of criteria of technical bid evaluation.

c) In comparable situation, the tender evaluation committee may negotiate price with the technically and financially qualified bidder before awarding the bid.

d) The following deviations will be deemed material deviations:

- i. Non-submission of appropriate Bid Security;
- ii. Bid-validity period less than that stipulated in this tender document;

e) AIIMS Raipur's decision regarding responsiveness of bids will be based on the contents of the bid itself without recourse to extrinsic evidence and will be final.

f) A bid determined as substantially non-responsive will be rejected by AIIMS Raipur and shall not be

considered beyond tender opening stage by correction of the non-conformity.

g) AIIMS Raipur may waive any minor infirmity or non-conformity or irregularity in a bid which in its opinion does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

h) Notwithstanding the above, AIIMS Raipur reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

i) The bidder whose bid is accepted will be notified of the award of contract by AIIMS Raipur prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

11. Clarification of Offers:-

To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

12. Terms of payment:-

12.1) Monthly bills are to be submitted on triplicate copies and shall attach attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only of the deployed personnel of AIIMS Raipur. Printout of the banking transaction is to be submitted to the AIIMS Raipur along with the monthly wage bill for payment. Any other related documents will have to be submitted before the competent Authority of AIIMS, Raipur. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS RAIPUR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

12.2) Security agency would also provide salary slip in bilingual Hindi & English to each security personnel deployed by them at AIIMS every month and the salary slip should display following details:

- Name of the security Agency
- Name of the Employee
- Father's Name of the Employee
- Employee Code (issued by Security Agency)
- ESI No. of the Employee/ Employer
- ESI Deduction-Employer Contribution/Employee Contribution
- EPF No. of the Employee/ Employer
- EPF Deduction-Employer Contribution/Employee Contribution
- Wages details in all respects.
- Salary Sheet and Pay Slip of Security personnel will be based on the Salary structure issued by AIIMS Raipur.

12.3) The following under mentioned documents are very essential to submit in the AIIMS, RAIPUR Account section for release of the payment:-

12.3.A) The AIIMS, RAIPUR Security Officers requisition letter to the Deputy Director (Admin.).

12.3.B) The Security agency's request letter to the Security Officer for monthly payment.

➤

12.3.C) The Security agency's undertaking for compliance of the provision of contract labour (Regulation & Abolition) Act and other laws as applicable.

12.3.D) Security personnel's PF contribution statement copy for that month. **(AIIMS, Raipur, Exclusive)**



12.3.E)Security personnel's PF contribution Nationalized Bank e-Pay Order copy(ECS)for the previous month.(Copies of the P.F. Challans) and Copies of monthly returns submitted to the P.F. authorities as applicable.**(AIIMS, Raipur, Exclusive)**

12.3.F)Security personnel's ESIC contribution statement copy for that month. **(AIIMS, Raipur, Exclusive)**



12.3.G)Security personnel's ESIC contribution Nationalized Bank e-Pay Order copy(ECS)for that month.(ESIC Challans). **(AIIMS, Raipur, Exclusive)**

12.3.H)Security personnel's wage register in the format of FORM X *Register of Wages* [Rule 26(1)] with the following undertaking:- It is certified that, "I DGM/GM/ of M/S..... Raipur Branch have paid all the wages to my security personnel through their respective individual Saving Bank Account in Bank. Our company has not any due to any security personnel engaged in AIIMS, RAIPUR Campus." Signature, Name-Designation-Rubber Seal.



12.3.I)Security personnel's wage disbursement list through Bank and the Bank statement copy should be substantiated with Affidavit. **(AIIMS, Raipur, Exclusive)**

12.3.J)List of all security personnel individual bank Account Number issued by the Bank.

12.3.k)Security personnel's Biometric attendance copy verified by the Security Officer, AIIMS, RAIPUR..

12.3.L)Security agency's undertaking/certified certificate for providing of uniform and other accessories to the security personnel's deployed in the AIIMS, RAIPUR campus.

12.3.M)Security agency's undertaking/certified certificate for providing of all security equipments/accessories mentioned in the tender 34 & 35, Point no.7 Tools and Equipments), two wheeler and four wheeler mentioned in Part-B of page no-13 and 57 to the AIIMS, RAIPUR campus security(all quantity &quality). It must be certified by the Security Officer of the AIIMS, RAIPUR.



12.3.N)The Security agency's undertaking/certified certificate for operational condition of his all security equipments/accessories mentioned in the tender Page No.34 & 35, Point no.7 (Tools and Equipments), two wheeler and four wheeler mentioned in Part-B of page no-13 and 57 to the AIIMS, RAIPUR campus security(all quantity &quality). It must be certified by the Security Officer of the AIIMS, RAIPUR.

12.3.O)Deduction of money from the security agency's monthly bill—if any.

12.3.P)The Security agency's Invoice copy.

12.3.Q)Hiring of additional security guards for additional security arrangement during , convocation, annual sports, annual function-ORIANA, cultural program, Holi, Deepawali, Mega medical Camp, Examination, conference and any other additional students activity as well as institutes temporary requirement ,the accounts office requires the following documents for release of payment :-



- Requisition for hiring of additional security guard signed by the Competent Authority, AIIMS, RAIPUR and counter signed by the DDA.
- Attendance sheet of deployed additional number of security guards irrespective of hours of duty.

➤ Security agency's Invoice copy.

- The additional security guards irrespective of their gender & designation & time duration hired for the above mentioned any activity will **get only their minimum wages** and the **agency will get his service charge only** which is mentioned in the price bid of the tender document.

12.3R) Security Personnel salary sheets in Prescribed Format. (AIIMS, Raipur Exclusive)

12.4) The initial cost of the Contract shall be valid for a period of one year. No price escalation shall be entertained by the Institute during the period except the minimum wage and its linked statutory dues on account of increase of the minimum wage, as and when increased by the Government.

12.5) The contract shall be initially for a period of one year from the date agreement subject to continuous satisfactory performances. However, this will be reviewed at the end of each year.

12.6) The contract shall be initially for period of one year from the date of agreement subject to continuous satisfactory performance. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year to year basis at the sole discretion of the Competent Authority of AIIMS, RAIPUR.

12.7) All payments shall be made in Indian Currency by means of an Account Payee/Cheque/RTGS/NEFT transfer.

12.8) Institute shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payment made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. Institute shall provide a certificate certifying the deduction so made.

12.9) The agency's sole responsibility to ensure the complete security & safety of the AIIMS premises. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

13.(A).Laws / Acts :-

The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS, Raipur or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by **7th of every month** without fail and irrespective of any delay in settlement of its bill by the Security/Administrative Department, at AIIMS, Raipur for whatever reason and without deducting any commission except PF & ESI from the wages paid by the AIIMS, Raipur. **The agency is required to pay the monthly wages and all allowance to its workers as engaged through online/net banking only directly to the saving bank accounts of all the workers and a certified. CASH MODE OF TRANSACTION SHALL NOT BE ACCEPTED.**

The Agency shall also be responsible for the Insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications:-

- (a) The Minimum Wages Act 1948
- (b) The Employees Provident Fund & Misc. Provision Act, 1952
- (c) The Contract Labour (Regulation & Abolition) Act, 1970
- (d) The Payment of Bonus Act, 1965
- (e) The Payment of Gratuity Act, 1972
- (f) The Employees State Insurance Act, 1948
- (g) The Child Labour (Prohibition and Regulation) Act, 1986
- (h) The Payment of Wages Act. 1936
- (i) The Factory Act, 1948
- (j) The Employment of Children Act, 1938
- (k) The Motor Vehicle Act,1988
- (l) Private Security Agencies (Regulation) Act 2005
- (m) The Payment of Bonus(Amendment) Act,2015
- (n) Chhattisgarh Private Security Agency Rules, 2008. (concerned states rule).

- (o) Shop and establishment Act under Chhattisgarh shops and Establishment Act, 1948. (Concerned States rule)
- (p) The Pradhan Mantri Rojgar Protsahan Yojana.

- 2 The Agency will also be required to obtain workman's compensation insurance of its personnel deployed at AIIMS Raipur. In case of death, disability or any injury caused to them due to any accident in the premises of AIIMS Raipur, during working hour or otherwise, the Institute shall not be liable to pay any compensation in this regard. In case any financial liability devolves upon AIIMS Raipur under any present or future act, law or court order the same shall be recoverable from the outsourcing agency.
- 3 There may be certain cases where negligence on the part of AIIMS Raipur or the contractor for accident in the premises of AIIMS Raipur causing death, disability or injury to the victims cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by AIIMS, Raipur which will be final and binding upon the agency

14. Communication of Acceptance:-

AIIMS, Raipur reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Raipur also reserves the right to reject any bid, which in his opinion is non-responsive/not-viable, or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their tenders rejected out-rightly.

15. Breach of Terms and Conditions:-

In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Raipur. In that event, the security deposit shall also stand forfeited.

16. Right to call upon information regarding status of contract:-

The AIIMS, Raipur will have the right to call upon information regarding status of contract at any point of time.

17. Indemnity :-

a) The Agency shall indemnify the Institute from, and defend and hold the Institute harmless from and against, any losses suffered, incurred or sustained by the Agency or to which the Agency becomes subject, resulting from or arising out of any third party claim :

(i) due to negligence in performance of the Services provided by the Agency;

(ii) relating to the failure by the Agency to obtain, maintain or comply with the Statutory provisions, Consents, and Governmental Approvals;

(iii) relating to personal injury (including death) or property loss or damage to the extent caused by the Agency or due to its employees' acts or omissions;

b) The Agency shall also be responsible for obtaining workman's compensation insurance of its personnel. In case of death, disability or any injury caused to them due to any accident in the premises of the Institute, during working hour or otherwise, the Institute shall not be liable to pay any compensation to the person or his/her dependents in this regard. In case any financial liability devolves upon the Institute under any present or future act, law or court order the same shall be recoverable from the Agency.

c) There may be certain cases where negligence on the part of the Agency or the Institute for accident in the premises of the Institute causing death, disability or injury to its personnel cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by the Institute which will be final and binding upon the agency.

- d) All the workers providing the services under this Agreement shall be employees of the Agency and the Institute shall not have an employer-employee relationship with the employees of the Agency. The persons deployed by the service providing Agency shall not be entitled to and will have no claim for, any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute. The Agency undertakes to keep the Institute indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the Agency and the Institute is purely contractual and the Institute is not responsible/liable for the employees and for staff of the Agency.
- e) The Agency shall undertake that any act of omission or commission including theft, by its staff shall be its sole responsibility and further that it would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
- f) The Agency shall be solely liable for all payment/dues of the personnel deployed by it. The Agency shall fully indemnify AIIMS, Raipur against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour laws or other laws to the extent they are applicable to establishment/work in AIIMS, Raipur.
- g) The Institute shall not be a party in case any dispute takes place between the Agency and his employees.

18. Manpower Regulations:-

- a) The Agency shall ensure that the deployed personnel should be at least a Matriculate from a recognized School/Board and should be between 18 to 50 years of age.
- b) The Agency shall disburse the wages of the outsourced personnel latest by 7th of each month without fail and irrespective of any delay for whatever reason in settlement of its bill by the Security/Administrative Department of the Institute. The Agency shall pay all statutory dues/charges like ESI/EPF etc. in respect of the workers as engaged by him under the scope of this contract. The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its worker.
- c) Agency shall provide bilingual salary slip (Hindi & English) to each personnel deployed by them at the Institute every month and the salary slip should display following details:
- Name of the Agency
 - Name of the Employee
 - Father's Name of the Employee
 - Employee Code (issued by Agency)
 - ESI No. of the Employee
 - EPF No. of the Employee
 - Complete Wages details.
- d) There shall be no master and servant relationship between AIIMS, Raipur and the persons deployed through the Agency. The agency will be the sole employer of these personnel. The persons deployed by the Agency shall not claim nor shall be entitled to claim pay, perks and other facilities as admissible to ad-hoc, regular/confirmed employees of this Institute during the currency or after expiry of the contract.
- e) In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim for, any nor for any relaxation for absorption in the regular/other capacity at the Institute.
- f) The deployment of Security personnel shall be subject to Security Agency submitting the police verification of the said deployed security personnel within a period of 45 days of commencement of this contract. Thereafter no deployment shall be made for Security personnel whose police verification has not been done/ submitted by the Security Agency.
- g) The agency has to submit the above mentioned original training certificate/MMKVY scheme certificate in the AIIMS, Raipur (Security department) within a period of 45 days of commencement of this contract for claiming of skilled & highly skilled minimum wages of his security staff.
- h) The security staff of Security Agency shall not do any professional or other work for reward or

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otherwise either directly or indirectly, except for and on behalf of the Security Agency at AIIMS, Raipur.

i) The Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever

j) Contractor shall obtain the declaration related to point no. “d to h” above from deployed personnel within one month from the issue of work order and submit the same, in original in the office of Security Officer, AIIMS, Raipur.

19. The successful bidder will be required to sign a detailed agreement as per **Annexure ‘D’ (form of agreement)** of this bid document on a stamp paper of Rs. 100/-. The award of the contract will be subject to terms and conditions of the said agreement. By submitting the bid document the bidder will be deemed to have given his unqualified consent to all terms and conditions enumerated in the said agreement. The bidder will also be required to submit a copy of the aforesaid draft agreement, duly signed on every page, as a token of his having read, understood and consented to the terms and conditions mentioned therein.

Security Officer

For and on behalf of **Director, AIIMS, Raipur.**

Section- 03 Schedule of Works/ Requirements/Penalty

1.A).Scope of Work of the Security Agency

- a) The security Agency shall provide 24x7 watch and ward service in areas contained at AIIMS campuses. Invariably, the security personnel are the first point of interface with the patients and their attendants. Therefore, security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behaviour by security personnel.
- b) The security agency shall ensure protection to both public and private property, personnel, inhabitant of the institute, prevent trespass in the assigned area/s with/without arm, perform watch and ward function including night patrolling on the various points and prevent the entry of anti-social elements, unauthorized persons and vehicles into the campus and building in the assigned area(s).

1.B).Duties and Responsibilities of Security Personnel

The following duties and responsibilities are location specific for AIIMS, Raipur.

1.General Instruction

1.1)The Contractor shall deploy all security personnel at the Institute facility in the manner and as per the instructions of the Institute and the Private Security Agencies (Regulation) Act-2005 and must comply with and follow all the provision of Chhattisgarh Rajya Niji Suraksha Abhikaran (Viniyaman) Niyam-2008, under section 9 of the Chhattisgarh Rajya Niji Suraksha Abhikaran(Viniyaman)Niyaman-2008. The Contractor must follow all the rules and regulation for deployment of all the security Guards in AIIMS, premises. The eligibility of all the security Guards, Supervisors, must be as per the THE PRIVATE SECURITY AGENCIES (REGULATION) ACT, 2005 and as per the Chhattisgarh Rajya Niji Suraksha Abhikaran (Viniyaman)Niyaman-2008.

1.2(a)The Agency shall provide Security services by deploying adequately trained and well-disciplined security personnel as per details mentioned below:

SI No.	Particulars	AIIMS, RAIPUR
1	Assistant Security Officer (Preferably Ex- Para military, Ex-state Police, Ex-Serviceman, MBA)	04
2	Security Supervisor/Office Supervisor/CCTV Maintenance Supervisor /CCTV Supervisor/Fire Supervisor(Preferably Ex-Para Military, Ex-state Police, Ex- serviceman, BBA)M/F	47
3	Security Guards with arm /Bouncer/ Guard Cum Clerk/ CCTV Operator/ Security control room operator/ Fire Gurad (Preferably Ex- Para military, Ex-state Police, Ex-Serviceman) M/F	53
5	Security Guards without arm(Preferably Ex- Para military, Ex-state Police, Ex-Serviceman) M/F	396
	Total	500

They shall safeguard the AIIMS, Raipur site, buildings, movable and immovable assets,

equipments and other items against any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex / premises. The security personnel shall be deployed round the clock in 3 shifts at the AIIMS Raipur to safeguard of the premises.

Security personnel may be required for AIIMS, Nagpur and AIIMS, Mangalagiri other than sanctioned post of AIIMS, Raipur .

1.2.(b).Shift timing:-

For AIIMS, Raipur (Medical College, Hospital Complex and Residential Complex Site):-

Shift	Time
First	06.00 AM – 2.00PM
Second	2.00PM – 10.00PM
Third	10.00PM – 6.00AM
General	9.00AM - 5.00 PM

***General shift can be called any time during contingent emergency.**

* There shall be eight hours shift duty in general (6.00 hrs. 14.00 hrs, 14.00 hrs. to 22.00hrs.and 22.00hrs. to 6.00 hrs). But the timings of the shift are changeable only in case of emergency and have to be with the consent of Security Officer. Prolongation of the duty hours (more than 8hrs. at a stretch) shall not be permitted in general. Any such reported instances shall invite punitive financial penalty by AIIMS. In exceptional cases such as any emergency like disaster, any AIIMS's function, election of unions, agitation, epidemic etc.

* The security personnel on duty have to report at least 15 minutes in advance from the time of commencement of the shift for collecting necessary document/instruction, and to complete all other requirement formalities as approved by the AIIMS. Security Agency shall also prepare/maintain Duty roaster with breakup details of location area every month for deployment of security personnel in different location/ areas and Security Officer will ensure to verify/check same every month as per deployment. The Security personnel shall be available all times at the place of their duties as per the duty roaster without an interruption and they shall not leave their place of duty without prior permission of Security Officer.

1.3) The officers and staff of AIIMS will keep the Identity Cards with them and same are to be checked by the security personnel.

1.4) The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Competent Authority located at AIIMS, Raipur site on working and closed days.

1.5) The Agency shall ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.

1.6) The Agency shall maintain records of inward and outward movement of men (AIIMS, Raipur Employees, Sub Contractor Personnel and also regulation of guests and visitors), materials and vehicles, etc. with proper check on the same as per instructions given from time to time by Security Officer located at AIIMS, Raipur site.

1.7) The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.

1.8) The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at AIIMS, Raipur site. A mock fire drill may be organized every month.

1.9) The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.

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1.10) The Assistant Security Officer, Security Supervisor, of particular assigned areas/buildings under their charges shall be responsible for the overall security arrangements. Respective Assistant Security Officer shall have a weekly interaction with the Competent Officers. Or their designated representative to provide and obtain feedback on the quality of service rendered.

1.11) All Assistant Security Officers, Security Supervisors, will ensure that the instruction of the AIIMS Management (conveyed through Security officer) are strictly adhere to without any lapse.

1.12) The Hospital areas visited by patients, their attendants, faculty and staff of AIIMS. No unauthorized persons like medical representatives/sales agents/touts etc. are to be allowed to enter the building(s). Access ward is to be allowed only on the basis of passes issued by AIIMS.

1.13) No equipment/engineering materials/consumable are to be taken out of the building without proper gate passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of store. The specimen signature and telephone numbers of the above stated officer will be available with the security personnel.

1.14) Deployment of Assistant Security Officers, Security Supervisors, Security Guards, Gunmen and Security Guards Civilian will be with the concurrence of Security Officer of the AIIMS and the same will be monitored personally by the Security Officer from time to time and will be responsible for its optimum utilization.

1.15) The Assistant Security Officers, Security supervisors, Security Guards Gunmen and Security Guards Civilian will also take round of all the important and sensitive points of the premises as specified by the Institution through Security officer.

1.16) The Security Guards on patrolling duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises and other movable items left installed therein.

1.17) The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.

1.18) In emergency situation, Security Supervisors, and Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the AIIMS. Security guards/Supervisors should be sensitized for their role in such situation.

1.19) The Assistant security officer, Security Supervisors, of specific blocks/floors/areas shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instruction and redress the complaint as may be raised in the said meeting.

1.20) The Assistant Security Officers, security supervisors, & security guards are required to display courteous behaviour, especially towards women employee and visitors.

1.21) The Security Guards on Duty shall not leave the premises until his reliever reports for duty.

1.22) Any other provisions as advised by the AIIMS authorities may be incorporated in the contract/agreement. The same shall also be binding on the Security Agency.

1.23) The Security Agency through men/infrastructure deployment will ensure proper security entry and exist points various areas of AIIMS campus.

1.24) The Contractor shall ensure that all security personnel are fully conversant with the premises and with the activities of the Institute and its related security requirements. Hence

the security contractor must ensure the code of conduct and other activities which enumerated as per the Terms and Conditions.

2.Code of conduct

The Contractor shall ensure that their security personnel

- a).Are always smartly turned out and vigilant.
- b) Are punctual and arrive at least 15 minutes before start of their shift.
- c) Take charges of their duties properly and thoroughly.
- d) Perform their duties with honesty and sincerity.
- e)Read and understand their post and site instructions and follow the same.
- f) Extend respect to all the Officers and staff of the office.
- g) Shall not drink on duty, or come drunk and report for duty.
- h)Will not gossip or chit chat while on duty.
- i) Will not leave the post unless their reliever comes.
- j) Will never sleep while on duty post.
- k)Will not read newspaper or magazine while on duty.
- l)Will immediately report if any untoward incident/misconduct or misbehaviour occurs.
- m)When in doubt, approach concerned person immediately.
- n) Will take periodic rounds around the premises.
- o) Security personnel will not leaves the post without the knowledge of the Shift-in-charge. If necessary the needful arrangement will be made by the Supervisor.
- p)Security personnel should get themselves checked whenever they go out by the other shift security.
- q)Are extremely courteous with very pleasant mannerism.

3.Confidentiality

- a).The phone number and movement plans of the Institute will not be given to anyone.
- b).The following information about the Institute will not be given to anyone.
 - i) Telephone number /any other information.
 - ii).Location and movement plans.
 - iii).Meeting and conference schedules

4.A. Duties& responsibility of Assistant Security Officer

- a) should be required to carry out supervision of all security related activities in the organisation as well as advice and assist security personnel in carrying out their duties.
- b) Should be able to carry out or supervise protocol activities of receiving, escorting, seeing VIPs to and to liaise with police and other investigating agencies as and when required.
- c) To supervise the work of Security and Security Personnel.
- d) To check the security posts and deployment of security guards at various security points as per duty roster.
- e)To implement and manage comprehensive location-wide safety and security education/training and awareness programs for security personnel and prepare incident written reports on all significant incident happening at the Institute.
- f) To assist the Security Officer in collection of information regarding security/law and order problems.
- g) To report matter to the police as per direction of Security Officer.
- h) To carry out patrolling and checking duties during day and night.
- i) To investigate minor case of theft etc. as assigned by Security officer.
- j) To perform any other duties that may be assigned to him from time to time by Security officer.
- k) To implement and maintain security process across the Institute to reduce risks, respond to incidents and limit exposure to liability in order to reduce financial loss to the institution.
- l) To supervise all security personnel and educating them of the various procedures and systems approved by the Management/Institute.
- m) Update and sign all the Daily Security Reports and same should be furnished to Security officer.
- n) Assist and assign security personnel in medical emergencies.
- o) To advise/suggest better ideas to security officer proactively on all security related issues for running zero tolerance services.
- p) Ensure the safety and security of all assets and goods of the Institute.
- q) To keep record of security related information received at the control room and make reports on the important incidents .
- r) Any other responsibility given by the Security Officer.

B. Security Supervisor :-

- a) Working Shifts round the clock.
- b) To supervise the work of Security and Security guards cum clerk , security guard and Bouncers.
- c) Carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.

- d) To provide private security to another person or property or both.
- e) To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- f) To bring to the notice of Senior Officer and Assistant Security Officer the violation of any law noticed during the course of discharge of his duties.
- g) To keep record of security related information received at the control room and make reports on the important incidents .
- h) Any other responsibility given by the Security Officer.

C. Office Supervisor:-

- a) Should be available in General shift on all working days.
- b) Carry out activities of protecting the premises from any un authorized entry, robbery, theft etc and work in the office also maintaining registers.
- c) Overall responsible for all security, vigilance including maintenance of documents.
- d) Office supervisor should submit the daily observation report to Security Officer.
- e) Will supervise the Guard cum clerk.
- f) Any other responsibility given by the Security Officer.

D. CCTV Maintenance Supervisor:-

- a) Maintenance Supervisor will resolve and attend break down calls of CCTV cameras.
- b) Any repair requiring change of parts or cameras or its peripherals will be promptly brought to the notice of IT Department.
- c) He will visit the control room on daily basis for effective supervision of control room and duty operator.
- d) Any other responsibility given by the Security Officer.

E. Fire Supervisor :-

- a) Work in shifts- round the clock.
- b) Should have leadership qualities and able to lead a team of firefighting and disaster management.
- c) Should have knowledge of all statutory obligations regarding fire & safety.
- d) Overall responsible for all operations related to firefighting, conforming to fire safety regulations, checking preparedness for firefighting, maintenance of fire equipments and regular inspection of firefighting and sensors fitted, including maintenance of documents

F. CCTV Supervisor:-

- a) Should be available in General shift on all working days.

- b) To supervise the work of CCTV Operator.
- c) Overall responsible for all CCTV surveillance security, vigilance including maintenance of documents related to CCTV operation.
- d) CCTV supervisor should submit the daily observation report to Security Officer.
- e) To ensure all the CCTV monitors should be password protected.
- f) Any other responsibility given by the Security Officer.

G. CCTV Operator:-

- a) Work in shifts round the clock.
- b) Overall responsible for all CCTV surveillance security, vigilance including maintenance of documents related to CCTV operations.
- c) At the time of use of equipments it is mandatory for the authorised CCTV operator to present at the CCTV control room.
- d) The CCTV operator will monitor the entire AIIMS campus and mark any suspicious activities in the log book and inform senior officials if necessary.
- e) Any other responsibility given by the Security Officer.

H. Security Guard with arm:-

- a) Working shifts round the clock.
- b) carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.
- c) To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- d) To bring to the notice of Security Supervisor and security control room the violation of any law noticed during the course of discharge of his duties.
- e) Any other responsibility given by the Security Officer.

I. Bouncers:-

- a) Will patrol the whole campus for normal function.
- b) Track any suspicious activity on the field.
- c) If a person is acting in a dangerous or Unseemly manner, the bouncer's job is to warn that person from the venue.
- e) Any other responsibility given by the Security Officer.

J. Guard cum clerk:-

- a) Working shifts round the clock.
- b) Carry out activities of protecting the premises from any un authorized entry, robbery, theft etc and work in the office also maintaining registers.

- c) Overall responsible for all security, vigilance including maintenance of documents.
- d) Any other responsibility given by the Security Officer.

K. Fire Guard :-

- a) Work in shifts round the clock.
- b) Overall responsible for all operations related to fire fighting, conforming to fire safety regulations, checking preparedness for fire fighting, maintenance of fire equipments and regular inspection of fire fighting and sensors fitted, including maintenance of documents.

L. Security Control room Operator:-

- a) Working shifts round the clock.
- b) Will maintain the records of security control room .
- c) Carry out activity of protecting the premises from any un-authorized entry, robbery, theft etc.
- d) After receiving information action has to be taken to control the situation and exchange of orders should be done.
- e) To control the situation by sending the QRT team to act quickly as soon as any disturbance or accident is reported such as fire, robbery, students strike, worker strike or work interruption, any violence and misbehaviour against doctors and hospital staff by any miscreants.
- f) To keep record of security related information received at the control room and make reports on the important incidents .
- g) Any other responsibility given by the Security Officer.

M. Security Guard Without arm:-

- a) Working shifts round the clock.
- b) Carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.
- c) To provide private security to another person or property or both.
- e) To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- f) To bring to the notice of Security Supervisor & Senior Officer the violation of any law noticed during the course of discharge of his duties.
- g) Any other responsibility given by the Security Officer.

5.1. Main Entry Gates:-

- a) There are five main vehicular gates and few pedestrian entry/exit points in the campus.
- b) Guards for any eventuality and with communication devices should be posted at the gates.
- c) Traffic entering should be regulated with signage's and detailed briefing to the posted guard at the main gates.
- d) Hand over entry token to all vehicles and collect the same on exit.
- e) Screening of vehicle with inverted mirror.

- f) Recording of registration number of vehicles (entry as well as exit)
- g) All entry and exit of vehicles will be tabulated at the end of each day and the record shall be maintained by the Security Agency.
- h) The security Agency shall ensure that the main gates(both entry and exit) are operational near the emergency/casualty 24x7 and as well as in other areas.
- i) Commercial vehicles existing the institute should be randomly checked for entry authorized as well as gate pass at the time of exit for preventing pilferage and theft.

5.2. Traffic& Road side Management:-

- a) There should be dedicated guards/personnel with identifiable dress to act as traffic marshal for managing the traffic flow will be deployed by the Security Agency.
- b) Provide support in implementation of integrated traffic management system to be developed by parking contract/Institute, which facilitates patient's movements in minimal time, keeping the residential areas free from unauthorized entry by patients/visitors/relatives and their vehicles.

In addition, the Security Staff should:-

- i. Enforce one-way movement of traffic in consultation with Security officer.
- ii. Ensure that vehicles are parked at designated parking places/slots only.
- iii. Identify areas where no parking is to be allowed and enforce no parking restriction.
- iv. Remove vehicles parked at unauthorized places in co-ordination with parking contractor.
- v. Advise pedestrians to use footpaths and prevent jaywalking.
- vi. Identify areas for pedestrian crossing, establish zebra crossing and ensure that vehicles give right way to pedestrian at zebra crossing.
- vii. Keep all footpaths and open areas free from squatters at night. All such person are to be shifted to night shelter.

5.3. Emergency/Casualty Areas Services:-

- a) The emergency Department/casualty is where people under life threatening condition are brought in. The atmosphere in this area is usually charged and volatile. At all-time large number of relatives, accompany the patient/s. Therefore, the security services here have to be polite but firm and capable of crowd control. Entry at the main gate (just along the GE Road Tatibandh) will also need to be regulated so that only those who require assistance in emergency enter the area. Security should be able to further restrict their entry at the two gates of main emergency. In addition, there are needs of controlling entry, scanning of baggage and for weapons is necessary in these areas. Similar security is also required at the gates no. 02 of Trauma Block and screening areas. In addition, security personnel are required to be present inside these areas where doctor/nurses function so as to avoid any unpleasant incident.
- b) Security Agency will provide enough supervisory staff to maintain the law and order in the Emergencies/Trauma Block round the clock to avoid any violence assault on staff and doctors.

5.4.Registration Counter For OPD:-

Security guards shall-

- a) Distribution tokens for patients registration.
- b) Ensure formation of queues of people waiting for registration.

- c) Ensure that people go to the registration counters only when there is no intimidation of staff.
- d) Use effective crowd management techniques.
- e) Ensure that there is no rowdiness, hooliganism in the area and that there is no intimidation of staff on duty.
- f) Allow only one attendant with every patient to enter the OPDs after registration unless the physical condition of the patient required more than one attendant.

5.5.OPDs:-

- a) Person entering into OPD shall be screened by HHMD and routed through DFMDs.
- b) Staff entry to be checked by examination of Identity Card.
- c) Baggage shall be scanned by security staff by HHMD and do physical checks.
- d) Entry shall be permitted as directed by Security officer.
- e) Proper discipline has to be maintained by the security personnel.
- f) Help desk to be set up to give patient necessary direction.
- g) Entry will be restricted to one patient with one attendant. Sick patients requiring assistance may be allowed two relatives (or there should be social workers/guides/attendants to provide help.
- h) Crowd management patient will be made to sit properly and wait for their turn to be called as per their owed turn.
- i) Prevent entry of unauthorized personnel like touts/Medical Representatives/Salesman etc.

5.6.Entry Gates Of Hospital And Medical College:-

The following security checks to be carried out:-

- a) DFMD to be provided for proper security check by the Security Agency.
- b) Entry of the attendant and patients should be with the passes and admission slip (issued by AIIMS.)
- c) Staff entry will be allowed after inspection of Identity Card.
- d) A proper gate pass is to be obtained in case any material equipment is going out of the gates and record of outgoing material is to be maintained and the same procedure is to be carried out for all the stores.

5.7.Wards:-

Security personnel are required not only to man all the main entries into the hospital but also entrance to individual wards:-

- a) Most patients shall be allowed one attendant at the besides to help with their physical and emotional needs. Passes are issued for each patient at the time of admission. The security guards at both the entrance (main entry to ward block and also individual wards) should check passes before allowing the relatives to the ward.
- b) Security guards should also check the respective corridors and not allow the relatives to roam around unnecessarily in corridors and sitting/standing/group chatting /eating meals.

5.8.Medical& Nursing College Block:-

- a) Security guards should check the Identity (checking I-cards) of people walking/entering into Medical & Nursing College blocks. Patient's relatives should be allowed to enter the hospital through the hospital entrance only. The guards should check and prevent entry of

unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/equipments being taken out shall be followed.

- b) Security should also restrict the entry of representatives from pharmaceutical/sales personnel who often crowd the corridors causing inconvenience to the working staff.
- c) Corridors and fire staircase should be kept clear and open.

5.9.Hostels:-

- a) Regulate entry and exit into hostels.
- b) Prevent unauthorized persons from gaining access into the hostel.
- c) Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
- d) Check all incoming vehicles and ensure their parking at designated places.
- e) Keeping a watch over staff deployed in the mess and sanitation work. To allow entry only to staff with identity cards. To ensure that no movable assets are removed without proper gate pass.
- f) To prevent ragging.
- g) Surveillance of commercial areas like Café, juice shop, Tailor shop, general items shop, computer and photocopy shop, tea vending shop, barbershop etc.

5.10.Residential Complex :

- a) Perimeter patrolling and foot patrolling on street.
- b) Manning of entry and exit points both vehicular and pedestrian.
- c) Recording details of visitors. Confirming from the resident over PBX whether the visitor is to be allowed entry.
- d) Facilitating removal unauthorised vehicles and two wheelers in consultation with the parking contractor.
- e) Reporting dysfunctional streetlight, & other fixture etc.
- f) Supervising and checking unauthorised residents of servant quarters.
- g) Preventing Gambling and drug pedalling in the campus.
- h) Restriction of employees of Engineering Services Department without Identity card.
- i) To prevent damaged /theft/loss of movable and immovable property of the inhabitants.

5.11. Material Movements

- a).Incoming Material- Check the documents carefully and receive the items with the due Entry and forward the concerned persons.
- b).Outgoing Material- Before sending the material, have proper check as per Challans. Do not send out any material without seal and sign of the authorized person.
- c).Returnable and Non-returnable Items record has to be maintained-A periodic status report, i.e. weekly report will be generated by security and submitted to concerned Department for follow up action on items that have not returned on due dates.
- d).All material coming in and going out to be recorded correctly as per Challans.
- e).Materials coming in to the premises must be accompanied by a proper Challans.
- f).No item will be taken out without written permission of the authorized person.

g).Documents for material incoming and outgoing should be implemented with a list of authorized signatories office rubber stamp

5.12. Telephone Handling

- a).Security is instructed very strictly not to misuse the telephones facility.
- b).All calls should be handled courteously.
- c).He will take message correctly and convey to the concerned person immediately.

5.13. Patrolling Procedure

- a).The guard must ensure that once the office is closed all the unwanted lights and Air-conditioning units is put off.
- b).Security should not switch off the computers, which are left on.
- c).He will keep a watch on the activities of the casual labours, daily wage workers and contractors.
- d).The patrolling team must be patrol throughout the campus every after thirty minutes throughout the day and night i.e.24X7.The patrolling team and the supervisor must ensure thatno anti-social-elements,anti-social-persons,anti-social-activities,un-athorised persons,visitors,vehicles,constructions,demolisionsexvacations,rough driving, tree cutting, material movement, beggars, drunken persons presence in the AIIMS, premises, The patrolling team also must make sure that no smoke, fire, flood, water leakages, in the AIIMS premises. If any person violating of campus peace, Institute, law and order immediately remove from the campus and necessary police action against him/her/them. The patrolling team must make sure that no Crime against women in campus. The campus must be safe working environment for all women.
- e).If he finds anything unusual /untoward, a written report must be given to the concerned authority after the necessary action taken.

5.14. Quick Reaction Team(QRT):-The agency shall make sure for detailing of QRT team in all the three shifts. The QRT team should consist of at least 01 supervisor, 01 Gun man, at least 03 security guards and 01 agency's driver. The QRT team must be wear proper uniform, Helmet, equipped with baton, torch, rope, Axe, fire extinguisher, bucket, raincoat, Gun and ammunition, shield cover, communication sets ,Loud speaker and Mobile. The QRT team must standby at main gate with agency's four wheeler vehicle. During any emergency irrespective of security, safety, road accident, riot, fire, theft, any student activity and etc in the campus the QRT team will rush to the scene of the incident within 02 minutes and take necessary action and inform to the A.S.O and S.O.

5.15. Changing OverAnd Taking Over

- a).He will go through the log and entries of previous shift and discuss the progress plan with the reliever.
- b).Both the security guards /Supervisors will check the entire building thoroughly.
- c).Reliever guard should check all the documents, which are related to the security before taking over charge.
- d).They should check all the system, which are in the facility/under security.

e).Occurrence report register to be maintained.

f).Reliever guard checks previous shift guard before taking over charge.

5.16. Clean Desk Policy

a).All the staff should ensure that their desks are clean before they leave for the day i.e. no important Items are left on the tabletop.

5.17. FireControl

a).Security should know where the fire extinguishers are located/ installed and be able to operate them immediately in case of any fire accidents.

b).Check the life of the fire extinguishers, i.e. due date of next recharge. If the due date is over, give a written complaint to the institute.

c).In case of fire, prompt action is taken by the security personnel to safe guard the life and property of the institute.

d).in the event of any fire ,rush to the spot of the fire ,muster all manpower available and take control office fighting operations.

5.18. Emergency Procedure

a).the Security should have all the address and contact numbers of the nearest police station.

Hospital, Ambulance and Fire Brigade.

b).Security will immediately report if any untoward incident /misconduct or misbehavior occurs, to the Contractor and Institute.

c).Security person should know the entire emergency exists doors and main entry gates, so that he can take suitable action at a short notice.

d).Identity the emergency and its gravity emergency.

6. GENERAL

a) Communication System:- Communication system necessary for maintaining communication shall be covered by wireless system/walky-talky system, mobile phones etc and same will be provided by the Security Agency at entry gates and other sensitive parts in the premises.

b) 1- Outsourcing agency will **provide 2 Nos. of two wheeler model (HERO SPLENDOUR, BAJAJ PULSAR etc) with fuel and maintenance.** The vehicle should not be older than 1 year from the date of manufacturing i.e, [MODEL-2019]. **[Running limit 2000 km/month and a fixed amount of worth Rs. 4000/- for each two wheeler will be paid to the outsourcing agency for the same on submission of bill.]** If the prescribed limit exceeds, it is chargeable at AIIMS Raipur for Rs.4/ km .

2- Outsourcing agency will provide **1 No. of Four Wheeler (Hard Top vehicle model- TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.) with fuel, maintenance and driver.** The vehicle should not be older than 1 year from the date of manufacturing i.e, [MODEL-2019]. **[Running limit 2000 km/month and a fixed amount of worth Rs.45000/-per month will be paid to the outsourcing agency for the same on the submission of bill.]** If the prescribed limit exceeds, it is chargeable at AIIMS Raipur for Rs.10/ km.

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3- All bills must be backed up by the copy of the daily Log book.

4- Valid Registration certificate issued by the concerned RTO.

c) The Security Agency shall get vehicle token printed at its own cost and arrange the issue of token at the gates, otherwise a sum of Rs.300/-per day shall be levied on the Security Agency for not issuing of token card from their pending bills.

d) The security Agency will ensure that its security personal will perform only one eight-hour shift in one day.

e) An undertaking shall be taken by the Security Agency from their security personal that they will not seek employment with any other organisation during their deployment at AIIMS.

f) On duty ground, Security personal of Security Agency will also ensure that there is no stray animal menace/nuisance within campus areas.

g) Co-ordination Meetings:- Security Officer will hold \co-ordination meeting with the Security Agencies of respective areas under Hospital side, Medical , Nursing College, Hostels and Residential Complex from time to time.

h) Liaison with Police: - The Security Agencies will regularly liaise with the SHO Police Thana Amanaka, Raipur.

7. TOOLS AND EQUIPMENTS:-The contractor has to provide the under mentioned security equipments & tools to his deployment security staff in the AIIMS, RAIPUR **within 30 days** from the award of the contract at his own cost for proper management of security in the AIIMS, RAIPUR Premises .

Sr. No.	NAME OF THE EQUIPMENTS	MINIMUM NUMBERS
01	Torches with batteries(steel)(Rechargeable)	50 in nos.
02	Search lights (Rechargeable)	50 in nos.
03	Door Frame Metal Detector	15 in nos.
04	Car bottom view image lens (Inverted Mirrors)	07 in nos.
05	Radio walky-talky (MOTOROLA only)-The sets must cover must cover all parts of the campus	70 in nos. with charger and extra spare battery for each walky talky.
06	Uniform for all the security staff - The prevailing uniform dress code of AIIMS, RAIPUR	per year.
07	Cap-for all the security staff	01 in nos. for each person once in a year
08	Leather Boot-for all the security staff	01 in no. for each person once in a year
09	I-card-for all the security staff	01 in no. for each person once in a year
10	Baton(cane-5 feet length)-for all the security Guard	01 in no. for each person

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		once in a year
11	Ceremonial dress-50 pairs &Traffic lights and jacket	As and when requirement only.
12	Rain coat(standard)-for all the security staff	01 in no. for each person
		once in a year
13	Umbrella	50 in nos. -Once in a year
14	WoolenJarshi(sweater))-for all the security staff	01 in no. for each person once in a year
15	Guard Cover (Cane Shield)	50 in nos.
16	Helmet(steel) with protector	50 in nos.
17	Biometric Finger Print Time and Attendance System (for attendance of the security Guard)Backup	03 in nos.
18	Loud speaker (Mega phone)	02 in nos.
19	Computer, Printer and Web camera with internet BSNL Broadband Connection for issue of visitors pass and social security information.	02 in nos. of each items
20	Telephone-landline-BSNL with incoming and outgoing	02 in number
21	Mobile-02 BSNL SIM card and 03 JIO SIM card with incoming & outgoing call. The SIM card and the mobiles must be in the name of agency up to the last day of contract period	05 in nos.
22	Vehicle Token	As and when requirement only.
23	Stationary Items	As and when requirement only.

#(Equipments should not be older than six months from the date of issuing of LOA.)

Note:-i).All the security related equipments & its maintenance are essential for the campus security & safety. In view of adequate security & safety of All India Institute Of Medical Science, Raipur, the selected security agency **has to** provide all the above mentioned security equipments& its accessories from Sl.nos.01 to Sl.nos.23 within 30 days from the issuing date of LOA .

ii. The institute will not bear the expenses of the above mentioned security equipments and accessories.

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iii).For providing the above mentioned security equipments and accessories sl. no. from 01 to sl.no.23, the security agency must include the equipments charges along with his service charge only.

iv. The equipments charges must be included in the bidder's service charge only. If any agency charges extra for the afore mentioned the institute reserve the right to reject the bidders bid.

v. For the above mentioned purpose the bidders conditional bid is not acceptable and in this case also the bidders bid will reject.

vi. The decision of the technical evaluation committee is final and binding.

8(a)-PENALTY:A:-PENALTY FOR NOT PROVIDING OF SECURITY EQUIPMENTS/DELAY IN FOR PROVIDING OF SECURITY EQUIPMENTS

SL NO.	Description of Events	Penalty (Financial) Deduction of money from the monthly billing of the agency.
01	Failure to provide the above mentioned equipments from the (Sl Nos. 01 to Sl No.23)and required quantities within 30 days from the Letter of Award issued. From 30 th day onward.	RS.10,000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.10,000/- must not hamper to the security guards minimum wage. The deduction money will deduct from the contractors service charge.
Failure/Delay to rectify the defective security equipments		
01	Torch Light Missing/Deficiency/Defective/Not working	Penalty of Rs. 50/- will be deducted for each Torch Light per day from the contractors monthly bill.
02	Search Light Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deducted for each Search light per day from the contractors monthly bill.
03	Door Frame Metal Detector Missing/ Deficiency/Defective/Not working	Penalty of Rs. 200/- will be deducted for each Door Frame Metal Detector per day from the contractors monthly bill.
04	Four Wheeler Vehicle break down/Not available of fuel & maintenance/Not available of Driver/Absent of Vehicle from Campus	Penalty of Rs. 2000/- will be deducted for each reason per day from the contractors monthly bill.
05	Radio Walky Talky (MOTOROLA) Missing/ Deficiency/Defective/Not working	Penalty of Rs. 300/- will be deducted for each Radio Walky Talky (MOTOROLA) ,per day from the contractors monthly bill.
06	Rain Coat Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deducted for each Rain Coat per person per shift from the contractors monthly bill.
07	Umbrella Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deducted for each Umbrella , per person per shift from the contractors monthly bill.

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08	Guard cover Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deducted for each Guard Cover (Cane Shield) per day from the contractors monthly bill.
09	Helmet Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deducted for each Helmet, per day from the contractors monthly bill.
10	Biometric Finger Print Machine Missing/ Deficiency/Defective/Not working	Penalty of Rs. 500/- will be deduct for Biometric Finger Print Machine ,per system, per day from the contractors monthly bill.
11	Loud Speaker Missing/ Deficiency/Defective/Not working	Penalty of Rs. 200/- will be deduct for each Loud Speaker , per day from the contractors monthly bill.
12	Computer, Printer, Web Camera, Internet Missing/ Deficiency/Defective/Not working	Penalty of Rs. 200/- will be deduct for each Computer, Printer, Web Camera, Internet Per system, per day from the contractors monthly bill.
13	BSNL Telephone Missing/ Deficiency/Defective/Not working	Penalty of Rs. 200/- will be deduct for each BSNL Telephone , per day from the contractors monthly bill.
14	Mobile Missing/ Deficiency/Defective/Not working	Penalty of Rs. 300/- will be deduct for each Mobile per day from the contractors monthly bill.
15	Car bottom view image lens(Inverted Mirrors) Missing/ Deficiency/Defective/Not working/not available/not charged/non availability of balance	Penalty of Rs. 200/- will be deduct for each Car bottom view image lens per day from the contractors monthly bill.
16	Motor Bike with fuel & maintenance Missing/ Deficiency/Defective/Not working/not available of petrol/break down	Penalty of Rs. 500/- will be deduct for each Motor Bike per day from the contractors monthly bill.
17	Uniform Missing/ Deficiency/Defective/Not working/not issued by the agency/wear tear condition	Penalty of Rs. 200/- will be deduct for Uniform per person per shift from the contractors monthly bill.
18	Leather Boot Missing/ Deficiency/Defective/Not working/not available	Penalty of Rs. 200/- will be deduct for Leather Boot , per person per shift from the contractors monthly bill.
19	I-Card Missing/ Deficiency/Defective/Not working/not available/Expired date	Penalty of Rs. 50/- will be deduct for I-Card per person per shift from the contractors monthly bill.
20	Baton Missing/ Deficiency/Defective/Not working/not available/broken	Penalty of Rs. 200/- will be deduct for Baton per person per day from the contractors monthly bill.
21	Ceremonial dress (50 in nos.) Missing/ Deficiency/Defective/Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 100/- will be deduct for Ceremonial dress , per person per day from the contractors monthly bill.
22	Woolen Jarsi (sweater) Missing/ Deficiency/Defective/Not working/not available/wear & tear condition/dirty condition	Penalty of Rs. 100/- will be deduct for Woolen Jarsi(Sweater) , per person per shift from the contractors monthly bill.
23	Cap (01 cap once in a year) Missing/ Deficiency/Defective/Not working/not available/wear & tear	Penalty of Rs. 50/- will be deduct for Cap, per person per shift from the contractors monthly bill.

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	condition/dirty condition	
24	Vehicle Token	Penalty of Rs.300/- will be deduct for Vehicle Token, per person per day from the Contractors Monthly Bill.
25	Stationary Items	Penalty of Rs.500/- will be deduct for Stationary Items in each occasion of the contractors monthly bill.

8(b).PENALITY:B-PENALITY FOR SHORTAGE OF MANPOWER:-

The selected agency should provide and deploy the above mentioned manpower in the AIIMS, RAIPUR premises as per the instruction of the AIIMS, RAIPUR security officer. The agency also immediate deploys his manpower in the AIIMS premises,(Hospital, Administrative Block, residential zone) as per the security officer's instruction. . If the agency will not provide the above mentioned manpower in each shift, then necessary amount of money will deduct as a penalty from the agency's monthly bill service charge. The detail description of the manpower shortage and penalty are as follows:-

SI.No	Description of security personnel's suppose to be deploy by the agency	Shortage in first, general, second and night shift	Deduction of money from the bill of the agency's service charge in Rs.
01	Security personnel: as per the above mentioned quantity	For each security personnel prescribed/detailed in each shift	Rs.500/-(per day for each shift of each security Personnel.)

8(c).PENALITY:C-PENALITY FOR LATE PAYMENT OF WAGES TO SECURITY PERSONNEL:

SI No.	Compliance with the act- As per the Payment of Wage Act	Normal Wage Distribution week	Penalty Event/Occasion	Consideration case/event
01	Contractors obligation time to pay the monthly minimum wages to his security personnel deployed in AIIMS, Raipur on time.	In each month from the date 1st to 7th	In each month from the date 1st to 7th. No Penalty	In the event of Bank strike/Bank Holiday/technical problem of Bank, it will be considered.
02	Contractors obligation to pay the monthly minimum wages to his security	In each month from the date 8th to the end of the month.	Rs. 10,000/-per day will be automatic deducted from the	In the event of Bank strike/Bank Holiday/technical

	personnel deployed in AIIMS, Raipur on time.		contractors monthly bills service charge, however it should not hamper the minimum wages of the security guards.	al problem of Bank, it will be considered.
03	Contractors obligation to pay the monthly minimum wages to the security personnel deployed in the AIIMS, Raipur	If the Agency fails to provide minimum wages to the deployed security guards for the entire month.	The principal employer will issue show cause notice to the agency and the principal employer may take necessary action against the agency and pay the minimum wages by forfeiting the EMD of the agency.	

8(d).Other penalty :-

SI No.	Service level agreement	Base line	Instance	Penalty For breach
01	Delay in deployment of security personnel by the service provider (this will not be applicable for in case of event based Security Manpower Hiring for which deployment is to be done as per the date indicated by the AIIMS, Raipur.)	Deployment to start as per the Time Indicated by the AIIMS, Raipur.		In case of deployment is made with delay of two weeks over the time indicated by the AIIMS, Raipur and delay is due to service provider, 1% of the value of the contract shall be levied as penalty. However AIIMS, Raipur shall be at liberty to cancel the order without any further reference to service provider in case so desire.
				In case of deployment is made with delay of three weeks over the indicated by the AIIMS, Raipur and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However AIIMS, Raipur shall be at

				liberty to cancel the order without any further reference to service provider in case so desire.
				In case deployment not made four weeks after placement of order the contract shall be terminated without any reference.
02	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc with public or employees of AIIMS, Raipur or other employees of service provider.	No instance	1 st Instance	Replacement of Security personnel and Rs 500/- fine on the service provider
			2 nd Instance	Replacement of Security personnel and Rs 1000/- fine on the service provider
			3 rd Instance	Replacement of Security personnel and Rs 5000/- fine on the service provider
03	Security personnel indulged in Drinking/sleeping/using mobile/reading news paper or magazines/ not wearing helmet/ spitting anywhere in the premises of AIIMS, Raipur during duty hours.	Zero instance	1 st Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 1000/- on the service provider.
			2 nd Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 2500/- on the service provider
			3 rd Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 5000/- on the service provider
04	If the resource is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute.	No Instance	1 st Instance	Penalty equal to wage of the person who was to do duty shall be levied along with an amount of Rs. 500/-
			2 nd Instance	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with an amount of Rs. 500/-
			3 rd Instance	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with an amount of Rs. 1000/-
05	In case of expiry of any of the licenses required for performing the	Termination of the Contract.		

	services such as PASARA, etc.			
06	Delay in providing barrack facility with basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) and proper hygiene (within radius of 3 km) for the security personnel by the service provider.	Providing Barrack facility to start as per the Time Indicated by the AIIMS, Raipur.		In case of deployment is made with delay as per the time indicated by the AIIMS, Raipur RS.10, 000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.10, 000/- must not hamper the security guards minimum wage. The deduction money will deduct from the contractors service charge.
				In case of deployment is made with delay of two weeks over the time indicated by the AIIMS, Raipur RS.15,000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.15,000/- must not hamper the security guards minimum wage. The deduction money will deduct from the contractors service charge.
07	Barrack facility with basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) and proper hygiene for the security personnel by the service provider.	Lack of basic amenities		Rs.5,000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.5,000/- must not hamper the security guards minimum wage. The deduction money will deduct from the contractors service charge.
		Lack of proper hygiene		Rs.5,000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.5,000/- must not hamper the security guards minimum wage. The deduction money will deduct from the contractors service charge.

Section- 04

1.Special terms & conditions:-

1. The agency has to pay all statutory dues/charges in respect of the workers as engaged by him under the scope of this contract which shall be included in the consolidated wage and the Institute will not reimburse any such dues separately. The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its worker. Therefore, the agency has to adhere to all statutory liability and this aspect should be taken care while quoting the service charge.
2. The number and arrangement of deployment of the Security Guards is without prejudice to the right of Authority of AIIMS, Raipur to deploy the personnel as specified under this tender in any other mode(s) or manner considered more suitable in the interest of the AIIMS, Raipur. The decision of the AIIMS, Raipur in this regard will be final.
3. The Manpower those who are posted to work in the different areas of AIIMS will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shift as per the Institute's requirements. No extra payment will be made on this account.
4. There shall be no master and servant relationship between AIIMS, Raipur and the persons deployed through the Agency. The agency will be the sole employer of this Manpower. The persons so deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to ad-hoc, regular/ confirmed employees of this Institute during the currency or after expiry of the contract. It will not bestow any liability implicitly or explicitly upon AIIMS, Raipur in connection with any loss or damage caused to the workers as engaged by the agency.
5. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute.
6. The tendered will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.
7. The Agency shall ensure fulfilment of qualifications, experience, age limit and other engagement conditions as mentioned in this tender document in respect of his workers to be engaged at AIIMS, Raipur under the scope of this contract. The essential qualification/experience are indicative in nature. However, at the time of engagement these aspects shall be decided as per AIIMS, rule or AIIMS, Raipur may ask the Agency to engage any other category of personnel having prescribed qualification & experience at latter date after award of contract. The Agency will get their antecedents, identity proof, character and conduct and medical health suitability verified from the competent agency as per the law and agency will be responsible for their conduct. The agency will pay the compensation, if any loss is caused by the workers as engaged by him while working at AIIMS, Raipur the amount of the compensation as decided by the AIIMS, Raipur will be final and agency will accept the same and AIIMS RAIPUR will extend no financial or any other benefit in this regard.
8. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the Security Officer, AIIMS, Raipur along with testimonials before they are actually deployed for the job. **The suitability of the workers to be engaged under**

this contract is to be examined by the authorized official(s) of the AIIMS, Raipur and agency will only engage those who are cleared by the authorized official(s) as mentioned above. Accordingly, the agency will provide sufficient number of workers to be screened for engagement. The contractor has to provide required suitable manpower on short notice received from the authorized official of the AIIMS, failing which the same will be construed as violation of the terms and condition of the contract.

9. The Agency shall not deploy or shall discontinue deploying the person(s), unless asked for by the Security Officer, at any time without assigning any reason whatsoever. In case the authorized official of AIIMS Raipur intimate to disengage or replace any workers, the agency will comply the same immediately.
10. The personnel shall work under directives and guidance of the concerned officials/Departments and will be answerable to them. This will, however, not diminish in any way, the Agency's responsibility under the contract to AIIMS, Raipur. Attendance Register shall be maintained in respective Departments/Offices, copy of which shall be enclosed along with the monthly bill by the Agency. In case the AIIMS Raipur Authority introduces Bio- metric attendance for these workers as engaged by the agency, the workers of the agency have to follow the same. The agency will make available the attendance registers as maintained by him for cross-examination by the AIIMS Raipur authority.
11. A senior level representative of the Agency shall visit AIIMS, Raipur at least once-a- week/as and when required and comply the requirement. During the visit, Agency's representative will meet the Security Officer, AIIMS, Raipur/officer dealing with the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food and other essential requirements in respect of each deployed personnel will be solely with the agency. The Agency will strictly ensure that any sensitive / confidential nature of information related to the AIIMS, Raipur is not divulged or disclosed to any person by the personnel deployed by it.
12. The Agency shall provide reasonably good Photo Identity Cards to its personnel deployed at AIIMS, Raipur at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
13. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at AIIMS, Raipur site at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, be it shoes, socks, caps, torch with cell, cane stick, gun, bullets, etc shall be borne/supplied by the Agency at its cost.
14. The Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIMS, Raipur/ MoH & FW / Govt. of India / any State or any Union Territory.
15. The day-to-day functioning of the services shall be carried out in consultation with concerned departments of AIIMS, Raipur. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of competent authority of AIIMS, Raipur.
16. The Director, AIIMS, Raipur has the right to depute a team for inspecting and verifying the documents and records maintained by the agency at any time. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.

17. In case of non-compliance/non-performance of the services according to the terms of the contract, the Competent Authority of AIIMS, Raipur shall be at liberty to make suitable deductions from the bill without *prejudice* to its right under other provisions of the Contract.
18. The decision of the AIIMS, Raipur in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
19. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.
20. The service-providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.
21. A local representative of Agency shall be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract. The security personal shall be equipped with latest communication systems/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of AIIMS, Raipur, they shall work under directives and guidance of the Security Officer and will be answerable to the Security Officer. This will, however, not diminish in any way, the Agency's responsibility under contract to the AIIMS, Raipur.
22. The Agency shall deploy security guards trained in all facets of security work, including fire fighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.
23. The visitors shall be regulated as per the directions of the Security Officer, AIIMS, Raipur and procedure and records thereof maintained as stipulated the Security Officer. Further, the visitors shall be attended with due courtesy.
24. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Security Officer, AIIMS, Raipur and maintain liaison with the police. The Security Officer, AIIMS, Raipur, will lodge FIR wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
25. The agency shall ensure that security staff appointed by them is fully loyal-to and assist the Security Officer, AIIMS, Raipur during normal periods as well as during strike and other emergencies for the protection of personnel and property both movable and immovable to the entire satisfaction of the AIIMS, Raipur.
26. In case of any loss that might be caused to the AIIMS, Raipur due to lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, Security Officer, AIIMS, Raipur shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to AIIMS, Raipur besides imposition of penalty. In case of frequent lapses on the part of the security personnel deployed by the contractor, Security Officer, AIIMS, Raipur shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
27. In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.

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28. As and when Security Officer, AIIMS, Raipur requires additional security strength on temporary or emergent basis, the Agency will depute such security personnel under the same terms and conditions. For the same, a notice of 24 hours will be given by the Security Officer, AIIMS, Raipur. Similarly, if the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the Security Officer, AIIMS, Raipur shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
29. The Agency shall arrange to maintain at the security desk/booth, the daily shift -wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency shall submit to the Security Officer, AIIMS, Raipur an attested photocopy of the attendance record and enclose the same with the monthly bill.
30. AIIMS, Raipur shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable.
31. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages revised by the Central Government.
32. The Income tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
33. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
34. An agreement shall be signed with the successful bidder as per specimen enclosed.
35. The Security Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or office concerned in respect of the persons deployed and submit the same to be prescribed authority in the first week of the succeeding month. The service provider shall deposit the monthly remuneration in the respective bank account of the Security Staff and shall furnish a consolidated statement of such deposit along with his claim of reimbursement. As far possible, the payment will be released by the third week of the succeeding month.

36. Installation of Biometrics Finger print Attendance System:

Security Agency in consultation with the Security Officer shall install minimum 3 numbers of Biometric Attendance System own their cost in different areas **within one month** from the date of Agreement of the contract for their security personnel deployed under their respective areas at AIIMS, in case delay is occurred in installing the Biometric system, a penalty of Rs. **1,000/- per system per day shall be imposed on the Security Agency from their pending bills.** Security Agency shall also maintain the Biometric System for proper functioning of system through technical person. In case, Biometric System is found breakdown, a penalty of **Rs. 500/- per system per day shall also be imposed on Security Agency from their pending bills.** The Security Agency will additionally maintain a register in which day to day deployment of personnel will be recorded. The daily attendance shall be printed through the Biometric Attendance System and shall be countersigned by the Security officer while raising the bill. The deployment particulars of the personnel engaged during each month, shift wise, should be certified by the Security Officer. The Security Agency has to give an undertaking(mutually agreed format), duly countersigned by the

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Security Officer regarding payment of wages as per rules and laws in force, before receiving the 2nd payment and onwards. However, in case non-functional of Biometric System of particular area due to any technical fault, then recorded data from Attendance Register of security personnel will be taken into account for processing of bills in all respect for making the payment.

37. All liabilities arising out of accident or death of security personnel employed by the Security Agency while on duty shall be borne by the Security Agency as per provisions of the labour laws.
38. The Security Agency shall be responsible for the safety and security of all property and equipments of all AIIMS including that of the staff, residents and visitors.
39. The personnel engaged have to be polite, courteous, disciple and firm in dealing with staff and public. In case of failure to maintain such standards, the AIIMS has a right to remove the personnel and take punitive action against the Security Agency in such incident by way of imposition of penalty of Rs. 500/- on each incident and same shall be deducted from the Security Agencies bills. The Security Agency shall have to arrange a suitable replacement in all such cases immediately.
40. In the event of any damage, criminal activity or negligence or theft or loss to public or private property the Security Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on him by a committee consisted by the Director, AIIMS (after necessary police information) and enquiry.
41. The Security Agency shall ensure the confidentiality of the business process of AIIMS including Financial, Administrative and any professional patient care or other such matters. These shall not be divulged/leaked/made public to any party. In such instance punitive damages as desired by the AIIMS authorities appointed by the Director shall be levied. This clause does not imply to matters already in public domain.
42. The Security Agency before deployment should get approval from Security Officer after providing:-
 - Educational certificate
 - Two passport photographs
 - Residency proof
 - Discharge certificate in case of Ex-servicemen/Ex- Para Military/ Ex-State Police
 - Police verification (as per Govt. rule)
 - Health certificate

These should be submitted at least seven days prior to deployment. At the time of deployment of security personnel, Security Agency will return the original document/certificates of the security personnel after verifying of the said document/certificate. In case, any complaint is reported by any security personnel in the Institute in this regard, a fine of Rs. 10,000/- would be imposed against Security Agency in each cases their pending bills.

43. The Security Agency shall have his own Establishment/Setup/Mechanism, at his own to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

44. If the Security Agency is a partnership firm of two or more person, all such person shall be jointly and severally liable to the AIIMS for the fulfilment of the terms of the contract. Such persons shall either sign together or designed one of them to act as authorizes signatory. The joint partnership shall not be altered without the approval of the AIIMS authorities. Necessary punitive measures as deemed fit by AIIMS authorities shall be initiated in such circumstance.
45. During the course of contract, if any security personnel belonging to security Agencies are found to be including in any corrupt practice legal or criminal , coursing any loss of revenue, damage to the property or reputation of AIIMS, the later shall have right to terminate the contract forth with and it would ensure forfeiting of Performance Security of Security Agency
46. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Labour Authorities and proof thereof is furnished to the satisfaction of the labour Authorities, the AIIMS may, failing payment of the said money by the Security Agency, make payment of such claim on behalf of the Security Agency to the said Labour Authorities and the sums so paid shall be recoverable by the AIIMS from the Security Agency by deduction from money due to the Security Agency or from the Performance Security.
47. If any money shall, as the result of any instruction from the labour Authorities or claim or application made under any of the Labour laws, or Regulation, be directed to be paid by the AIIMS, such money shall be deemed to be payable by the Security Agency to the AIIMS within seven Days. The AIIMS Shall be entitled to recover the amount from the Security Agency by deduction from money due to the Security Agency or from their Performance Security.
48. Security personnel engaged by the security Agency shall not take part in any labour union and association activities.
49. The Security Agency and their security staff shall not be permitted to involve themselves in any type of strike, rally, bandhor dharna held during the contract period and in the event of any such involvement of the Security Agency and their security staff in such activities action will be taken against the Security Agency like removal of the Security Agency from the list of the Security Agencies/such security staff will not be taken further on duty/contract will be terminated and consequential forfeiture of Bid Security/Performance Security already deposited against the contract.
50. The Security Agency shall bear all the expenses ensured on the following items i.e. provision of torches and cells, lathis and other implements/logistics to the security staff, stationary for writing duty charts and register at security check points and records keeping as per requirements.
51. The Security Agency will provide walkie-Talkie to each Assistant Security Officers, Security Supervisors and at least to 20 % of Security Guards posted at sensitive points to ensure effective and timely communication between them.
52. The AIIMS shall not be responsible for providing residential accommodation to any of the employees of the Security Agency.
53. If as a result of post payment audit any overpayment is detected in respect of any work done by the Security Agency or alleged to have done by the Security Agency under tender/contract, it shall be recovered by the AIIMS from the Security Agency.

54. The Security Agency shall maintain the following Records:

- Daily attendance register
- Guard checking Register
- Daily Order Register
- Occurrence Register
- Documents related and covered by Labour Authority which must be displayed and authenticated by local Labour Officer
- Beat- Book for respective Security Guard.

55. Zonal or Regional Head Quarters (Office) or Branch Office: The agencies **must have** Zonal or Regional Head Quarters or Branch Office in Raipur, Chhattisgarh and it must be **Registration as per the shop and Establishment Act under Chhattisgarh Shops and Establishment Act-1948.**

56..Zonal or Regional Head Quarters (Office) or Branch Office with dedicated HR Officer:

The agencies **should have** Zonal or Regional Head Quarters or Branch Office in Raipur, Chhattisgarh along with the dedicated regular HR Officer in the Pay roll and muster roll.

57.Well-Structure Training Centre: The agencies **should** have a well-structured operational training centre with proper training instructor as per the Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Chhattisgarh Private Security Agencies Rules, 2008, in Chhattisgarh and it should be approved under Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Chhattisgarh Private Security Agencies Rules, 2008 for regular training of his security Guard. The Security agencies should have organized training arrangements for security personnel with clear recruitment policies. The Security Agency shall have a regular system of training the Guards before mounting them on duty. The Security Agency shall have proper training facility and profession As per the PRIVATE SECURITY AGENCIES (REGULATION) ACT, 2005. All the Private security guards and supervisors of the agency must have to successfully undergo the proper training in the training centre. On completion of the training each successful trainee should be awarded a certificate in Form No. IV by the training institute or organization. If desired , competent authority from AIIMS, Raipur may oversee the training process from time to time.

58.MMKVY Skill development vocational training :-The agency should carried out at least some security personnel's skill development training in the Chhattisgarh through the MMKVY training centre during the year of 2017-2018.

59. Control Room: the agency should be capable of providing a centralized 24 hours manned control room backed up with land line telephone.

60. Ultra High Frequency Walkie-Talkies License: The Agencies should have necessary valid operating license for Ultra High Frequency **walkie-talkie** in Raipur (C.G), **if in process, the license must be procured within 60 days from the date of agreement between the outsourcing agency and AIIMS, Raipur.** The valid operating license of Ultra High Frequency **walkie-talkie** must be of 50 in Nos. of Wireless communication sets for operating in the AIIMS, Raipur premises only. (Portable two-way radio transceiver).

61. Fire Fighting Training: The agencies should have ability to provide well trained security Guard/Security supervising staff having the good practical as well as theoretical knowledge to identify, handle and operates the fire fighting extinguishers and control the fire. In this regard the agency must have the proper dedicated training officer ready for AIIMS, Raipur (C.G) under any contingent situation. They should also be regularly imparted with training from time to time.

62. Ability to provide Four wheeler vehicle (security van) for night checking of night security guards in AIIMS premises: The Agency should be able to provide round the clock (**24x7**), security van equipped with Loud speaker and personnel with requisite training and license of physical

security, security of the assets, security of the building or apartment, personnel security , household security, fire fighting, crowd control, Identification of improvised explosive devices, First-Aid, Crisis response and disaster management, defensive driving (compulsory for the driver of Vehicle and optional for others), handling and operation of non prohibited weapons and firearms, rudimentary knowledge of Indian Penal Code special on right of private defence, procedure for lodging first information report in the Police Station, Arms Act (only operative sections) and Explosive Act (operative sections), badges of rank in police and military forces, Identification of different types of arms in use by public and Police, use of security equipments and devices (for example; security, alarms and screening equipments); and leadership and management (for Supervisors only), examining identification papers including identity cards, passports and smart cards.

63. Arm and Ammunition license: The agencies should have ability to provide armed Security Guard with their proper valid Arm license as per Arms Act 1959 and proper clearness certificate from the Chhattisgarh Police department.

64. Ability to provide all modern electronics security Gadgets:-The agencies should have ability to provide all the modern security **gadgets** as per requirement of the AIIMS, Raipur for improvement of the Security system (As per Para 24 of Other Terms and Conditions of this tender document).

65. Ability to provide One hundred additional security: The agency must have the ability to provide additional One hundred security guard at short notice period i.e. within 24 hours in emergency call.

66. Ability to provide Ten additional gunmen at short notice period: The agency must have the ability to provide additional ten in number of gunmen at short notice period i.e. within 24hour in emergency call.

67. Ability to provide One additional four wheeler vehicle: The agency should have the ability to provide additional One in number of security four wheeler vehicle with driver, fuel & maintenance within a short notice period i.e.15 minutes in emergency call.

68. Ability to provide three additional ASO/Security Supervisor/Official staff of the company: - The agency should have the ability to provide additional three in number of competent official /managerial staff(they should be well experienced about security & safety, control and manage of labour/student/ unrest in the campus) at short notice period i.e. within 15 minutes emergency call.

69. Ability to pay three months monthly payment and all statutory dues of security personnel's deployed in the AIIMS Premises:-The agency must have the potential financial ability to pay for a minimum period of at least three months monthly minimum wage and all other necessary statutory dues to his deployed man power in the AIIMS premises in the event of not release of payment from the AIIMS, Raipur due to any reason. The selected agency must be able to pay the payment of minimum wages, allowances, free issues and all other statutory dues in first week of consecutive month without waiting for the release of payment from the institute.

70. Ability to depute company's dedicated training officer in the AIIMS, Premises: The selected agency should be depute/detail the company's dedicated training officer in the AIIMS, premises for training of the security staff @ free of cost and the conducted training report should submit to the AIIMS, Raipur authority from time to time. The training report should contains the date, time, location of the AIIMS, Raipur premises, name of the security staff, subject matter of the training and the name of the training officer of the company.

71. Ability to set up security office in AIIMS, premises @ free cost:-The selected agency **has to** set up his own security office in the AIIMS premises with land line telephone number, mobile numbers, e-mail.id. The selected agency's security office must be equipped with his own BSNL telephone, Broadband Internet connection, Computer, printer, Web Camera; stationary and 02

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Mobile Phone. The Mobile Phone must be with BSNL SIM and other one is Jio SIM card and both the SIM card must be in the name of Agency/company. The agency has to provide all the UAN and other labour welfare, labour social security & labour complies information to the deployed security force and Security Officer of the institute from time to time in the way of printout, For the above mentioned purpose the AIIMS, Raipur will not provide a single amount of rupees to the agency, however the institute (AIIMS, Raipur) will provide a unfurnished office room with electricity & water within the institute @free of cost. The security office requires being operational @ 24x07x365 days basis. All the necessary requisition, instructions, information and message of the AIIMS, Raipur authorities, patients, students & communities should receive positively without any delay and react as per the requirement and instruction.

Theft/Loss of any public and private property at AIIMS:-

- a) In case of any theft or loss of any public and private property under the area managed by the security agency at AIIMS, it shall be responsible. It is the duty of the agency to safe- guard the properties, including management, staff, plants and residential areas of the institute at different locations of the AIIMS, including open areas.
- b) The security agency will Indemnify AIIMS for theft, loss and pilferage of public or private property in the areas entrusted to its control and shall be responsible for all such losses and shall compensate AIIMS in respect thereof within one month of the demand made by AIIMS in this respect where found negligent and provident prescribed and suggested security norms are adopted and followed. Enquiry Committee will be constituted by the DD(A)/Director of (AIIMS), which will enquire the matter of theft, loss and pilferage of the property. The report of the enquiry Committee will be final and binding on the Security Agency. After getting the enquiry report duly approved by the Competent Authority of the AIIMS, the amount recoverable will be asked to the Security Agency to deposit within one month of demand otherwise the same will be recovered from the payment due to the Security agency/ Performance Security.

72.Penalty Clause/Liquidated/Punitive Damages:

- a) Agency should disburse the wages to their personnel by 7th of each month. In case payment to the personnel is not released by 7th then penalty of Rs.10, 000/- per day will be imposed on the agency.
- b) In case Security Agency fails to provide the required number of security personnel as per requirement a penalty of Rs. 500/- per head on particular day shall be imposed on the Security Agency, which will be deducted from the Security Agency's bills.
- c) In case, Security Agency personnel deployed under the contract fails to report in time or absent from his post of duty and Security Agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of Rs. 500/- per head per duty shall be imposed on the Security Agency and it will be deducted from the Security Agency's bills.
- d) In case any public complaint is received attributable to misconduct/ misbehaviour of Security Agency's personnel a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from Security Agency's bill. This does not indemnify the Security Agency /personnel against any criminal charges. Further, the concerned Security Agency's personnel shall be removed from the AIIMS duty immediately.

2. PENALTY REGISTERS:

For imposing of penalty to the contractor/agency by the institute for the above mentioned occasion/incident/not working, not functioning/failed to operate/failed to provide, delay of

payment to the security guards, the same thing will be mention in the penalty register with date, time, location and witness of other staff / security personnel's of the institute and the agency has to bear the penalty and he cannot challenge for this penalty.

3. ATTENDANCE OF SECURITY GUARD:

The Agency shall have a proper monitoring system for checking the strength of guards on duty, day & night for every shift. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily report to be submitted to the Security Officer of the AIIMS, Raipur. Biometric finger print attendance system should be installed by the contractor for daily attendance in three shifts and details should be inform to the Security Officer of the AIIMS, Raipur,

4. ARMS AND AMMUNITION- (LICENSE / PERMITS / OPERATION / SAFETY PRECAUTION DURING HANDLING/OPEARATION OF ARM AND AMMUNITION AND CUSTODY OF ARM AND AMMUNITION)
The Contractor (security service provider) shall be **solely** responsible for complying with all the provisions of the Arms and other Acts and the rules framed there under for either carrying displaying, custody and use & operation of the arms & ammunition by the members of the security force in accordance with the provisions of the Act and the rules applicable from time to time.

5. ARMS & AMMUNITION AND ITS PERODICALLY FIRING:-The person carrying the firearms must know its handling, loading, unloading, cocking, operating procedure, take position, safety precaution and firing of arm during emergency situation in the AIIMS, RAIPUR. The Contractor (security service provider) shall be solely responsible for proper and adequate training of his gunmen before deploy in the campus. The agency has to ensure all the gunmen must carry out their firing training in the C.G. Govt. Police department firing range-Raipur in every quarterly. The necessary certificate/paper should submit to the security department in the AIIMS, Raipur.

Section- 05 Technical Bid

Annexure-A

TECHNICAL BID

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:-

1. Scanned Copy of EMD/Exemption documents **must be** uploaded.
2. Name & Address of the Tendered Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).
3. State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization (On Letter Head).
4. Power of Attorney Authorization for signing the Bid documents in case of Partnership firm or a company or a Government Department or a Public Sector Organization & different person other than proprietor.
5. Experience of minimum **₹ 5.77Crore** of providing Security Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of service of similar nature, Approximate magnitude and duration carried out and/or on hand for last 3 Years (i.e. 2016-17, 2017-18 & 2018-19) along with a certificate from the organization where the job was carried out.
6. Is the agency registered with the Government; please give details with document/evidence.
7. Do you have Labour license RLC of Govt. of India. Please provide details and attach a copy.
8. Do you have License RLC of Chhattisgarh, if yes please provide the copy of License. If not, than undertaking (on letter head) for providing the same within 30 days from the award of work
9. Undertaking in letter head of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in AIIMS, Raipur.
10. Are you registered under Employee's Provident Fund (EPF)? If yes, please mention Registration No. And attach proof there to.
11. Are you registered under Employee's State Insurance corporation (ESIC)? If yes, please mention Registration No. And attach proof there to.
12. Are you registered under GST Act? If yes, please mention GST Registration No. And attach proof there to.
13. PAN No. (Please attach copy)
14. License No. (Please attach attested copy of Licence issued by Regional Labour Commission, GOI).
15. Please attach copies of return of Income Tax for last three financial years (2016-2017, 2017-2018, 2018- 2019).
16. Please attach Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three Financial years (i.e. 2016-2017, 2017-2018, 2018- 2019). Average Annual Turnover of bidder in the last three year should not be less than **₹14.43 Cr.**
17. Please submit the following declaration on company/firm letter head:-
 - (i) No police case is pending against the Proprietor/partner or the Company (Agency). Indicate any convictions if any against the Company/firm/partner.
 - (ii) proprietor/firm has never blacklisted by any organization.
18. Duly filled Form-A & Form-B.
19. Valid ISO certificates of manpower/security services.
20. The bidder should submit its performance appraisal report from previous clients. If any bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his clients have not found its performance satisfactory, **AIIMS, Raipur reserves the right to reject his offer.** The AIIMS, Raipur is not bound to assign any reason for rejection the tender.
21. The bidder should have their registered office / branch in Raipur.

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22. Firm must submit an live PASARA licence to register under PASARA Act of Govt. of C.G.
23. The tendered should submit an undertaking on their letter head that “any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration will be paid by AIIMS Raipur & same will be deducted on monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India.
24. All the pages of the tender should be signed by the owner of the firm or his legal Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions with signature on each page must be submitted with the technical bid as token of acceptance of terms & conditions.
25. In case of bid submitted by the existing contractor for the same capacity in the same facility, his bid should necessarily be accompanied by a performance report from Security Officer, AIIMS, Raipur. In case, his bid for the same activity is not accompanied with the above mentioned satisfactory performance report, **his bid will not be considered and will be summarily rejected.**
26. Details about the agency, clearly indicating details of managerial, supervisory and other staff. Also state the number of muster roll staff available for performing the proposed work.
27. Submit Proposed work plan
28. Uniform and barrack expenses are included in service charge therefore the uniform and barrack facility will be provided free of cost with all basic amenities **(i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene)** to its employees employed by the security agency for AIIMS, Raipur. (Submit under taking for the same)
29. Registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel as all these are included in service charge , so neither a single amount of money should be taken from security personnel in the name of what so ever nor deducted from their salary.(Submit under taking for the same.)
30. This should be absolutely clear that the agency will have no right to deduct any part of the remuneration to be paid by the institute for employees wages plus other statutory deposits, except EPF and ESIC . Any violation by the agency will construe criminal offence of cheating and will be dealt with accordingly. (Submit Under taking for the same)

PRICE BID

Price bid in the form of BOQ_XXXX.xls

Section- 06 Price Schedule

Wages/Salary calculation sheet of Security Services

S. No	Description	Percentage (to be read in conjunction with latest rules. Acts, polices etc. of the competent authorities)	Assistant Security Officer (M/F) (Fixed Wages)	Security Supervisor/CCTV Supervisor/CCTV Maintenance Supervisor/Fire Supervisor/Office Supervisor (M/F) (per unit) estimated DGR rates (857.85 x 26)	Security Guards with arm / Bouncer/CCTV Operator/Fire Guard/SCR Operator/CM Operator/Guard cum clerk (M/F) (CLC) (733 x 26)	Security Guards without arm (M/F) (CLC) (666 x26)
			Category- 01	Category-02	Category-03	Category-04
1	Basic wages plus Variable Dearness allowance (VDA)		35000.00	22304.10	19058.00	17316.00
2	ESI	3.25% (of Basic + VDA)		-----	619.39	562.77
3	EPF + EDLI+Admin Charge	13% (of Basic + VDA)		1950.00	1950.00	1950.00
	Total (without reliving charge)		35000.00	24254.10	21627.39	19828.77
4	Reliving Charge	1/6 of Gross Wages		4042.35	3604.57	3304.80
	Total (with reliving charge)		35000.00	28296.45	25231.96	23133.57
5	Add Service Charge (in Percentage)		Service charge should be quoted in Price bid.			
	Gross Total (including Service Charge)					
6	GST (if applicable)	As per rule	As per Applicability			
	1. Service charge will be included in gross total wages of security manpower. 2. The above wages/Gross wages of manpower are totally tentative which may vary at the time of placing of work order. 3. The wages of security personnel will be regulated as per guideline issued by the Office of the Dy. Chief Labour Commissioner(C), Ministry of Labour & Employment in this regard. 4. Tender quoted without Service charge in Percentage will summarily be rejected.					

Annexure -C

Note:

1. The security agency/firm/company should quote **Total Service Charges in Percentage only. Tenders quoted without Service Charges in Percentage will summarily be rejected. In case 0% or unreasonably low service charge is quoted by the same will be treated as non responsive bid.** The bidders may be called upon to explain their business model and scope of profit at the rates quoted by them. In case the bidder fails or refuses to do so, the bid may be declared as not responsive. The bidder shall quote percentage upto 2 decimal point. If the bidder quotes percentage with more than 2 decimal points. Then upto two decimal point will be taken into consideration without rounding up. The amount of "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period, wage revision of the security personnel's will be applicable as per central labour commissioner (GOI) from time to time.
1. The rate is inclusive of all weekly off.
2. The tenderer has to provide all the security equipments with their mentioned quantities to his security team in the AIIMS, Raipur.
3. Goods & Service Tax (GST) will be reimbursed extra as per actual if applicable and genuinely paid on submission of documentary evidence of deposition of GST.
4. The rates for **category-03** and **category-04** are quoted as per the rates fixed by the Chief Labour Commissioner (Central), Government of India. Rates for **category-02**, since not mentioned in CLC rates therefore the same is taken from DGR rates.(Reference Government of India Ministry of Defence office Memorandum No. 28(3)/2012-D (RES-I) dated 09 Jul 2012 as amended vide OM No. 28(3)/2012-D (RES-I) dated 16th Jan 2013 regarding guidelines for functioning of DGR empanelled Ex- servicemen security services.)
5. The Contractor not fulfilling statutory norms e.g. Minimum wages, reliving charges, weekly off, EPF, ESI and Gratuity etc. shall be disqualified.
6. It is mandatory for every skilled guard and highly skilled supervisory staff & arm guards must undergo at least 160 hours of training-- 100 hours of classroom learning and 60 hours of on-the-job training. The security personnel's having/holding the proper valid security training certificate is only entitled to get the skilled & highly skilled rates of minimum wage.
7. The 160 hours of training-- 100 hours of classroom learning and 60 hours of on-the-job security training certificate must be issued by a competent authority of a vocational training institute and the vocational training institute must be recognized by the Government of India/ State Government.
8. The agency has to submit the above mentioned original training certificate in the AIIMS, Raipur Security department for claiming of skilled & highly skilled minimum wages of his security staff.
9. Total manpower strength (approximately) 500 as debited in TABLE -1 above on the basis of provisions contained in the respective unit can be increased or decreased up to 50% of total strength at the time of award of contract or during currency of the contract depending upon the actual requirement as per deployment plan from time to time under tender/contract provisions.

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10. The payment shall be made/ released towards those security personnel who are actually performed their duties in the Institute under this contract with support of adequate proof thereof.
11. The Wages of Assistant security officer are fixed at @Rs.35,000/- including of all allowances & excluding service charges.
12. **This should be absolutely clear that the agency will have no right to deduct any part of the remuneration to be paid by the institute for employees wages plus other statutory deposits, except EPF and ESIC . Any violation by the agency will construe criminal offence of cheating and will be dealt with accordingly. (Submit Under taking for the same)**

13. PART-A

Rate quoted will include all statutory obligations of the service provider under Gratuity, Insurance of security personnel, Identity Card, Salary Slip, Salary Sheet, Maintenance of records, Stationary, Security tools and equipments, Guns and their Bullets, Uniform for security personnel, registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel, , Mess facility, Barrack facility with basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) and proper hygiene for security personnel (For Min. 100 security personnel), training to Security personnel etc and all the tools and security equipments as per the quantities mentioned.-34 & 35, Point No.7 of Section-3 (Schedule Works/ Requirements), service charges exclusive of taxes etc. All the above expenses must be included only in the service charge of the bidder. The offers of those prospective bidders, which do not meet the statutory requirements, are liable to be rejected

PART-B

1- Outsourcing agency will provide 2 Nos. of two wheeler model (HERO SPLENDOUR, BAJAJ PULSAR etc) with fuel & maintenance. The vehicle should not be older than 1 year from the date of manufacturing i.e, [MODEL-2019]. [Running limit 2000 km/month and a fixed amount of worth Rs. 4000/- for each two wheeler will be paid to the outsourcing agency for the same on submission of bill.] If the prescribed limit exceeds, it is chargeable at AIIMS Raipur for Rs.4/ km .

2- Outsourcing agency will provide 1 No. of Four Wheeler (Hard Top vehicle model- TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.) with fuel, maintenance and driver. The vehicle should not be older than 1 year from the date of manufacturing i.e, [MODEL-2019].

[Running limit 2000 km/month and a fixed amount of worth Rs.45000/-per month will be paid to the outsourcing agency for the same on the submission of bill.] If the prescribed limit exceeds, it is chargeable at AIIMS Raipur for Rs.10/ km.

3-The agency must provide the vehicles (as per the requirement) within 30 days from the date of issuing of LOA.

4- All bills must be backed up by the copy of the daily Log book.

5- Valid Registration certificate issued by the concerned RTO.

14. The amount of service charge in percentage, is to be quoted in the financial bid without taxes. **No other charge/claim beyond the fixed amount of service charge quoted in the financial bid shall be entertained.**

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15. Wages will be paid by the Institute as **per latest minimum wages specified by the Ministry of Labour & Employment's wages Act (Central Govt.)** in respect of category-03 and category-04.
16. Monthly rate for security guards shall be as per prevailing minimum wages rate of Central Government shall be applicable to all bidders. Proposal of Bidders paying less than above applicable rates of minimum wages shall not be considered and shall lead to rejection of the bid. When minimum wages rates or that of other statutory dues is revised by the Central Government the revised rates will be automatically applicable to the remuneration payable to all personnel as per rules.
17. Mandatory payment of all statutory dues like EPF, ESI, statutory dues shall be made by the contractor on monthly basis as per the terms and conditions of the Tender Documents. Any default shall lead to immediate termination of the contract.
18. **The company must make all salary disbursement through bank account of the personnel employed under this contract.** Any other mode of payment except direct bank credit shall not be accepted
19. The institute authorities shall have the right to inspect all attendance and wage records, the institute as its discretion may introduce computerized record as its own cost and the firm shall cooperate with the institute to all extent.
20. Company, if paying higher to the security personnel than the admissible minimum wages and other statutory benefits, shall absorb the difference at its own cost and expenses. The institute shall not entertain any claim in this regard.
21. The contract shall be initially for a period of one year from the date of agreement subject to continuous satisfactory performance. However ,this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year to year basis at the sole discretion of the Director AIIMS, Raipur.
22. **The price in the Price Schedule shall be exclusives of any Goods & Service Tax (GST), education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rate.**
23. **The security agency will provide Barrack facility with basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) and proper hygiene for their security personnel.**
24. **Uniform and barrack expenses are included in service charge therefore the uniform and barrack facility will be provided free of cost with all basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) to its employees employed by the security agency for AIIMS, Raipur. (Submit under taking for the same)**

25. **Registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel as all these are included in service charge , so neither a single amount of money should be taken from security personnel in the name of what so ever nor deducted from their salary.(Submit under taking for the same.)**

Section- 07 Forms

Annexure-D

FORMS

- 1- Particulars for performance Guarantee Bond.
- 2- Pro forma for Salary Slip.
- 3- Pro forma for Salary Sheet.
- 4- Form- A
- 5- Form – B
- 6- Form Of Agreement.
- 7- Certificate for the site inspection.
- 8- Check List for preparation of Bid.
- 9- Contract details form.
- 10- Declaration regarding Blacklisting/Debarring for taking part in Tender.
- 11- Declaration regarding Non Penalized/ Punish for taking part in tender.
- 12- Declaration regarding Non Pending criminal case for taking part in tender.
- 13- Description of similar work of providing security service during last three years.
- 14- Form for Financial Capacity.
- 15- Form of Bank Guarantee for Bid Security.
- 16- Format of Letter accompanying technical Bid.
- 17- Form of Indemnity Bond.
- 18- Undertaking on Rs. 100/- Stamp paper.
- 19- Letter to Director, AIIMS, Raipur.
- 20- Undertaking (Compliance of the provisions of Contract Labour Act)
- 21- Undertaking (various deductions etc.)
- 22- Undertaking regarding security guards.

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/ NATIONALIZED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,

**The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (C.G.)**

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of.....AND WHERE AS the said tender document requires the service provider whose tender is accepted for the providing of manpower. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs..... which will be valid for period of sixty days beyond the expiry of contract. Tthe said Performance Guarantee Bond is to be submitted within 15 (Fifteen) days from the date of Acceptance of the LOA.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said firm failing to abide by any of the conditions referred to in tender document/work order/performance of the services, this Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) as to whether the said firm has committed a breach of any of the conditions referred in tender document/work order shall be final and binding.

We,.....(name of the Bank & branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the firm and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).
- b. This Bank Guarantee shall be valid upto..... (date) and
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before.....(Date), Claim period should be beyond six month from the date of validity i.e. (b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at Raipur situated at.....(Address of local branch).

Yours truly,

Signature and seal of the Guarantor
Name of the Bank:.....

Complete Postal Address:

PROFORMA

**SECURITY AGENCY
SALARY SLIP –MONTH-YEAR**

EMPLOYEE CODE /कर्मचारी कोड- PAY MONTH/वेतन माह-

EMPLOYEE NAME /कर्मचारी का नाम-

PAY DAYS/वेतन दिन-

EMPLOYEE FATHER'S NAME/कर्मचारी के पिता का नाम-

DESIGNATION/पद-MOBILE NO.-

EPF NO./कर्मचारी भविष्य निधि न.

- EMAIL ID-

ESI NO./कर्मचारी राज्य बीमा न

-.POSTING PLACE-

EPF & ESIC Employer Registration Number : -

EARNING(Rs.)कमाई /	DEDUCTION (Rs.)कटौती /
Basic Pay (मूल वेतन)-	EPF Deduction/ कर्मचारी भविष्य निधि की कटौती (Employee)-
VDA (वी.डी.ए) –	ESI Deduction/ कर्मचारीराज्य बीमा की कटौती (Employee)-

Gross Salary / सकल वेतन:-

Total Deduction / कुल कटौती :-

Net Salary/कुल वेतन:-

PROFORMA

SECURITY AGENCY SALARY SHEET (MONTH-YEAR)

SI No.	EMPLOYEE CODE	EMPLOYEE NAME	DESIGNATION	SALARY MONTH ,YEAR	DUTY DAYS	BASIC + VDA	EPF (EMPLOYER) +EDLI+Admin. Charges(as per Rule)	ESI (EMPLOYEE)(As per Rule)	GROSS SALARY	EPF DEDUCTION		ESI DEDUCTION		EDLI+Admin. Charges Deduction (As per Rule)	NET SALARY THROUGH RTGS	Sign.(In dl)
										EMPLOYER (as per Rule)	EMPLOYEE (as per Rule)	EMPLOYEE (as per Rule)	EMPLOYEE (as per Rule)			

Form-A

**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No.	
	i) NEFT/IFSC Code	
	g) RTGS Code	
	h) Type of Account	
	j) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

Form - B

Declaration by the Bidder:

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract & rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation/institute etc.
4. The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.

Place:-

Date:-

(Signature of Bidder with seal)

Name :

Seal :

Address :

अखिलभारतीयआयुर्विज्ञानसंस्थान ,रायपुर) छत्तीसगढ़)

All India Institute of Medical Sciences, Raipur (Chhattisgarh)
Tatibandh, GE Road, Raipur-492 099 (CG)

Draft Agreement Fromat
(To be made on Rs. 100.00 Non Judicial Stamp Paper)

This agreement is made at Raipur on the _____ day of _____ Two thousand nineteen between the Director, All India Institute of Medical Sciences, Raipur, **acting through Security Officer, AIIMS, Raipur, having its office at AIIMS, Raipur-492099** (herein after called 'Institute' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the **First Party**.

And

M/s _____ (Second Party) having its registered office at _____ called the '**Agency**' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the **Second Party**. WHEREAS the 'Institute' is desirous to engage the 'Agency' for providing Manpower for AIIMS, RAIPUR at Raipur on the terms and conditions stated below. All the terms & conditions of the tender document will also form part of this agreement :

NOW THIS AGREEMENT WITNESSE TH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Notice Inviting Tender for Providing Security Service(Watch & Word)
 - b. Section-1(Instructions to Bidders)
 - c. Section-2(Other Terms and Conditions)
 - d. Section-3(Schedule of Work/Requirements)
 - e. Section-4(Special Terms and Conditions)
 - f. Section-5(Technical Bid)
 - g. Section-6(Price Schedule)
 - h. Section-7(All Forms)
 - i. Section-8(Instructions for Online Bid Submission)
 - j. Any other documents forming part of the contract.

1. Contract Term :-

- a) The duration of the contract shall be **for a period of One (01) year which may be extended or curtailed, at the discretion of the Institute. Extension(s), if any, will be granted** for a period of 1 year at a time, on mutually agreed terms and conditions, subject to successful/satisfactory completion of initial contract. The Agency, however, will have no right to claim extension on the basis of satisfactory completion of the initial contract. The extension will be entirely at the discretion of the Institute.
- b) The period of the contract may be curtailed/terminated before the completion of the contract period due to reduction/cessation of manpower requirement or owing to deficiency in service or substandard quality of the manpower deployed by the selected Company / Firm /Agency or otherwise at the discretion of the AIIMS, Raipur.
- c) AIIMS Raipur reserves right to terminate the contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm / Agency.

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The agency, however, will have no option to withdraw from the contract on its own during the initial contract period of one year.

2.Fees and payments :-

a) In consideration of Agency providing the Services, as defined in this agreement, the Institute shall pay, to the Agency in accordance with Terms of Payment (page no.15-17, point no.-12) of this agreement

3.Management, Control and Supervision :- The contract will be under the general supervision of the Security Department of the Institute

4.Performance Security Deposit :- The Agency has submitted an amount of `/- (refundable without interest after two month of completion of contract) submitted in the form of BG/FDR/DD no. _____, dated 00-00-2019 issued by ____ Bank, payable at Raipur, valid upto 00-00-2020 as performance security deposit to the Institute

5.Representation and warranties :- The agency represents and warrants that

(i) It has all requisite competence and expertise to execute, deliver and perform its obligations under this Agreement;

(ii) The execution, delivery and performance of this Agreement by the Agency (a) has been duly authorized by all its owners/partners (if any), and (ii) will not conflict with, result in a breach of or constitute a default under any other agreement to which the Agency is a party or by which the Agency is bound;

(iii) The agency is duly licensed, authorized or qualified to do such business and are in good standing in every jurisdiction in which a license, authorization or qualification is required for the transaction of business of the character transacted by them, except where the failure to be so licensed, authorized, or qualified would not have a material adverse effect on its ability to fulfill any of the its obligations under this Agreement;

(iv) The agency is in compliance with all Laws applicable to it for delivery of the proposed services and it has obtained all applicable permits and licenses required of it in connection with its obligations under this Agreement;

(v) The performance of Services shall be in accordance with the Service Levels and meet the highest professional standards.

6.Force Majeure :-

a) Neither the Agency nor the Institute shall be considered in breach of this Contract to the extent that performance of their respective obligations is prevented by an event of Force Majeure that arises after the effective Date.

b) The Party (the "Affected Party") prevented from carrying out its obligations hereunder shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the Affected Party.

c) If and to the extent that the Agency is prevented from executing the Services by the event of Force Majeure, while the Agency is so prevented it shall be relieved of its obligations to provide the services but shall endeavor to continue to perform its obligations under the contract so far as reasonably practicable and in accordance with Good Operating Practices.

d) The Agency shall not be entitled to payment of the Monthly Charge for the period of interruption caused by the event of Force Majeure.

e) Irrespective of any exemption of performance granted under this clause, if an event of Force Majeure occurs and its effect continues for a period of [21] days, either party may give to the other a notice of termination. [If the Institute is paying fee during Force Majeure, then Agency should not have

a termination right, as it is being paid.], which shall take effect [7] days after the giving of the notice. If, at the end of the [7]-day period, the effect of the Force Majeure continues, the contract shall terminate.

7. Breach of Contract:-

a) If the agency fails to fulfil any of the terms and conditions of this agreement, including its annexures and schedules, or if the working or service of the Agency is found to be defective/unsatisfactory, the agency will be deemed to be in breach of this contract. In case of breach of contract, the Institute, at its discretion, will have the right to either impose penalty up to 10% of the Total Annual Value of contract for each such violation or to cancel the contract forthwith and arrange to procure similar service from any other source available, at the risk and cost of the Agency. In event of cancellation due to breach of contract, the performance security deposit shall stand forfeited.

b) The Agency will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.

8. Termination:-

a) The Institute, may at its discretion, foreclose or curtail the agreed period of this agreement, without assigning any reason thereof, by giving one month's notice in writing, to the Agency. The Agency however, shall give, three months notice in writing to the Institute if it wants to exit the contract.

b) If at any stage, the involvement of the Agency or any person employed by it or any other person who does or is deemed to represent the Agency, is found to have indulged in any uncalled for activity, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the contract is liable to be terminated by the Institute with or without one month's notice, at the discretion of the Director of the Institute, at the risk and cost of the Agency. The Institute, in such an eventuality, will be entitled to make good any losses suffered by it out of the performance security deposit submitted by the Agency. The decision of the Institute regarding indulgence of the Agency or its employees/representatives in such act will be final and binding on the Agency.

9. Legal Jurisdiction: - The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Courts within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

10. Amendment to the Contract:-

a) The Institute reserves the right to amend the scope and value of the contract.

b) For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the Agency of the grounds for the same.

11. Interpretation :- Any dispute regarding the interpretation of this Agreement shall be submitted to the Director, AIIMS, Raipur for consideration. The decision on such dispute by the Director, AIIMS, Raipur shall be final and binding on both parties.

12. Pre-Institution mediation settlement :- Provision relating to pre-Institution mediation settlement would apply to the present contract.

13. Arbitration :- If any difference arises concerning this agreement, its interpretation on payment to be made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result with in a period of 30 days, either of the parties may make a request to Director, AIIMS Raipur to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by the Director, AIIMS Raipur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from amongst the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

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14. Entire Agreement :- This Agreement and the Annexures and Schedules to this Agreement represent the entire agreement between the Parties with respect to its subject matter, and there are no other representations, understandings or agreements between the Parties relative to such subject matter.

15. Notices :- Except as otherwise specified in this Agreement, all notices, requests, consents, approvals, agreements, authorizations, acknowledgements, waivers and other communications required or permitted under this Agreement shall be in writing and shall be deemed given when sent by e-mail, facsimile to the facsimile number specified below or delivered by hand to the address specified below.

16. On this..... day of , 2019 both the parties here to have caused their respective common seals to be hereunto affixed/(or have hereunto set their respective hands and seals) the day and year mentioned above in Raipur in the presence of the witness.

For and on behalf of the '**Agency**'
Signature of the authorized Official

For and on behalf of the '**AIIMS, Raipur**'
Signature of the authorized Official

Name of the Official

Name of the Official

Stamp / Seal of the '**Agency**'

SIGNED, SEALED AND DELIVERED

By the said

By the said _____

_____ (Name)

_____ (Name)

on behalf of the '**Agency**' in presence
presence

on behalf of the '**AIIMS, Raipur**' in

of

of

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____

CERTIFICATE FOR THE SITE INSPECTION

I / We (M/s. -----) have certified that we have visited the site on----- and assessed the nature and amount of work involved before submitting our offer.

Bidder Signature and seal with date

Check List For Preparation of Bid

Sl No.	Particulars	Yes/No
1	Scanned Copy of EMD must be uploaded	
2	Name & Address of the Tendered Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).	
3	State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization (On Letter Head).	
4	Power of Attorney Authorization for signing the Bid documents in case of Partnership firm or a company or a Government Department or a Public Sector Organization & different person other than proprietor	
5	Experience of minimum ₹ 5.77Crore of providing Security Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of service of similar nature, Approximate magnitude and duration carried out and/or on hand for last 3 Years (i.e. 2016-17, 2017-18 & 2018-19) along with a certificate from the organization where the job was carried out.	
6	Is the agency registered with the Government; please give details with document/evidence.	
7	Do you have Labour license RLC of Govt. of India. Please provide details and attach a copy.	
8	Do you have License RLC of Chhattisgarh, if yes please provide the copy of License. If not, than undertaking (on letter head) for providing the same within 30 days from the award of work	
9	Undertaking in letter head of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in AIIMS, Raipur.	
10	Are you registered under Employee's Provident Fund (EPF)? If yes, please mention Registration No. And attach proof there to.	
11	Are you registered under Employee's State Insurance corporation (ESIC)? If yes, please mention Registration No. And attach proof there to.	
12	Are you registered under GST Act? If yes, please mention GST Registration No. And attach proof there to.	
13	PAN No.(Please attach copy)	

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14	License No. (Please attach attested copy of Licence issued by Regional Labour Commission, GOI).	
15	Please attach copies of return of Income Tax for last three financial years (2016-2017, 2017-2018, 2018- 2019).	
16	Please attach Annual Accounts (Balance sheet & P/L Accountant)of the agency, duly certified by Chartered Accountant for last three Financial years(i.e. 2016-2017, 2017-2018, 2018- 2019). Average Annual Turnover of bidder in the last three year should not be less than ₹14.43 Cr	
17	Please submit the following declaration on company/firm letter head:- (i) No police case is pending against the Proprietor/partner or the Company (Agency). Indicate any convictions if any against the Company/firm/partner. (ii) proprietor/firm has never blacklisted by any organization	
18	Duly filled Form-A& Form-B.	
19	Valid ISO certificates of manpower/security services.	
20	The bidder should submit its performance appraisal report from previous clients. If any bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his clients have not found its performance satisfactory, AIIMS, Raipur reserves the right to reject his offer. The AIIMS, Raipur is not bound to assign any reason for rejection the tender	
21	The bidder should have their registered office / branch in Raipur.	
22	Firm must submit an live PASARA licence to register under PASARA Act of Govt. of C.G.	
23	The tendered should submit an undertaking on their letter head that "any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration will be paid by AIIMS Raipur & same will be deducted on monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India	
24	All the pages of the tender should be signed by the owner of the firm or his legal Authorized signatory. In case the tenders are singed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions with signature on each page must be submitted with the technical bid as token of acceptance of terms & conditions.	
25	. In case of bid submitted by the existing contractor for the same capacity in the same facility, his bid should necessarily be accompanied by a satisfactory performance report from Security Officer, AIIMS, Raipur. In case, his bid for the same activity is not accompanied with the above mentioned satisfactory performance report, his bid will not be considered and will be summarily rejected	

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26	Details about the agency, clearly indicating details of managerial, supervisory and other staff. Also state the number of muster roll staff available for performing the proposed work	
27	Submit Proposed work plan	
28	Uniform and barrack expenses are included in service charge therefore the uniform and barrack facility will be provided free of cost with all basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) to its employees employed by the security agency for AIIMS, Raipur. (Submit under taking for the same)	
31	Registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel as all these are included in service charge , so neither a single amount of money should be taken from security personnel in the name of what so ever nor deducted from their salary.(Submit under taking for the same.)	
32	This should be absolutely clear that the agency will have no right to deduct any part of the remuneration to be paid by the institute for employees wages plus other statutory deposits, except EPF and ESIC . Any violation by the agency will construe criminal offence of cheating and will be dealt with accordingly. (Submit Under taking for the same)	

(To be printed on the letter head of the Firm)

CONTRACT DETAILS FORM
GENERAL DETAILS OF BIDDER

CATEGORY OF THE FIRM NATIONAL LEVEL REGIONAL LEVEL (Tick the Any one)

1. NAME OF THE COMPANY-----
2. COMMUNICATION ADDRESS-----
3. PHONE NUMBER _____
4. EMAIL ID _____
5. EMD PARTICULARS: DD No. -----Date-----

PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE /PERSON RESPONSIBLE FOR MANAGEMENT

1. NAME OF THE CONTACT PERSON-----
2. DESIGNATION-----
3. PHONE No. -----
4. MOBILE No. -----
5. EMAIL I.D. -----

UNDERTAKING

1. The undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates in any other institution in India.
3. I/We give the rights to the competent authority of AIIMS Raipur to forfeit the Earnest Money /Security Money deposit by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the services as per the directions given in the tender document/Contract agreement.

Signature of the Authorized

Signatory

Date:

Designation Office Seal of the Bidder)

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DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial Stamp paper by the Tenderer)

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s. _____ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour court(s).

Or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the AIIMS, Raipur, and EMD (Earnest Money Deposit)/ SD (Security Deposit) shall be forfeited.

In addition to the above, the AIIMS, Raipur will not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

Attested:

(Public Notary / Executive Magistrate) with Date

Name _____

Address _____

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DECLARATION REGARDING NON PENALIZE/ PUNISH FOR TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial Stamp paper by the Tenderer)

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s._____ has not been penalized in the past years by Labour Court, EPFO & ESI by way imprisonment.

Or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s._____ has been penalized / punished by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to

_____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the University, and EMD (Earnest Money Deposit)/ SD (Security Deposit) shall be forfeited.

In addition to the above, the AIIMS, Raipur will not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

Attested:

(Public Notary / Executive Magistrate) with Date

Name_____

Address _____

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DECLARATION REGARDING NON PENDING CRIMINAL CASE

FOR TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial

Stamp paper by the Tenderer) I / We ----- (Tenderer) hereby declare that the firm / agency namely M/s. ----- has no criminal case is pending against Partners / Proprietor / Others.

Or

I / We ----- (Tenderer) hereby declare that the Firm / agency namely M/s.-----
----- has having any pending criminal case against Partners / Proprietor / Others for a period of----- years w.e.f. ----- to----- The period is over on ----- and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the University, and EMD (Earnest Money Deposit)/ SD (Security Deposit) shall be forfeited.

In addition to the above, the AIIMS, Raipur will not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

Attested:

(Public Notary / Executive Magistrate) with Date

Name _____

Address _____

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**Description of similar work of Providing security Service executed during the last
Three years.**

(Please furnish copies of completion certificate from the Government
Department / Organization//PSU/Private etc.)

Description of the work /order Executed	Actual value of work/order executed	Work Period			Name of the Govt. Dept./ organization etc.
		Start Date	Finish Date	Stipulated date	
1					
2					
3					

Bidder Signature and seal with date

Signature of the Authorized Signatory

Designation Office Seal of the Bidder

Date:

Place:

FORM OF BANK GUARANTEE FOR BID SECURITY

(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we _____

(Name and address of Bank), having our registered office at _____

(Hereinafter called "the Bank") are bound unto. The AIIMS Raipur,

(Name of the Institute) (hereinafter called "the Institute") in sum of Rs. _____ for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS _____ (Name of Bidder) (hereinafter called "the Bidder") has submitted his bid dated _____ for providing Security Services (hereinafter called "the Bid").

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. _____ (Amount in figures and words) as Performance Security against the Bidder's offer as aforesaid.

AND WHEREAS _____ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows:-

1. That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Department and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till:-
 - a. The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
 - b. **Sixty days** after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
4. That the expression "the Bidder" and "the Bank" herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

(i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or

(ii) If the Bidder refuses to accept the corrections of errors in his bid; or

(iii) If the Bidder having been notified of the acceptance of his bid by the Institute during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or

(b) fails or refuses to enter into a contract within the time limit specified in the tender document.

(iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.

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(v) If the contract is terminated for the reason that the agency is blacklisted in any other State Governments/Union Government.

WE undertake to pay to the Department upto the above amount upon receipt of his first written demand, without the Department having to substantiate his demand provided that in his demand the Department will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness:

Bank :

Signature of Authorized official of the

Name Of official:_____

Designation :_____

ID Number:_____

Name of witness :_____

Address of witness:_____

FORMAT OF LETTER ACCOMPANYING TECHNICAL BID

From: _____

To

The Director,
All India Institute of Medical Sciences,
Tatibandh-492099,
Raipur (C.G.)
Sub: Tender For Providing Security Service Contract in AIIMS Raipur.

Dear Sir,

In response to the above and in full agreement with the terms and conditions of the tender as stipulated by you, I/We offer my/our competitive and firm offer as follows:

- i) I/We understand that minimum wages will be required to be paid not less than as per the terms and conditions stipulated by the Regional Labour Commissioner (central), Raipur, as notified by the Government of India from time to time. In addition, I/We also understand that all statutory payments like PF / ESI / EDLI / Admin. Charges, etc. also need to be paid as prescribed under various statues, by me/us.
- ii) The Earnest Money Deposit of Rs. ----- is given vide enclosed Demand draft No.....dated.....drawn on.....
- iii) I/We have valid registration in respect of Employees Provident Fund/Employees State Insurance/Goods & Service Tax (GST) etc. Copies of the above and other documents mentioned in this tender document are enclosed herewith.
- iv) I/We also understand that the Director, AIIMS Raipur has the right to accept or reject my/our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.

Encl: As above

Place:

Date:

Yours sincerely
Auth. Signatory:
Name.

INDEMNITY BOND

This deed of Indemnity is made this day of 2019 between M/s. -----, (hereinafter

called "The Contractor" which expression shall unless repugnant to the context or meaning Thereof include its successors and assigns) of the FIRST PARTY and **DIRECTOR, All India Institution of Medical Sciences, Raipur**, an Institute having its Registered Office at Tatiband,Raipur-492099 (hereinafter called the "Institute" which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the SECOND PARTY.

WHEREAS the Contractor has, inter alia, agreed with the Institute to execute the work "For Providing Security Service in AIIMS Raipur". On the Terms & Conditions contained in the

Notice Inviting Tender No. ----- made between the Institute and the Contractor.

Whereas the Contractor has to furnish an Indemnity of the said Agreement. It is now agreed by and between the Parties hereto as follows:

1. In accordance with the said Agreement, on the Contractor furnishing this Indemnity, the Contractor hereby undertakes to indemnify the Institute and keep the Institute indemnified from time to time against any loss caused due to negligence, not constant vigilance, mishandling, not prompt action, not appropriate action, incapable to monitor, failure to provide adequate security and damage caused to or suffered by the Institute or by reason of any breach or breaches on the Contractor's art of any of the Terms & Conditions contained in the said Agreement and in the event the contractor shall make any default or defaults in carrying out any of the works under the said Agreement or otherwise in observance or performance of any of the Terms & Conditions relating thereto in accordance with the true intent and meaning thereof, the Contractor shall forthwith on demand and without demur pay to the Institute such sum or sums as may be claimed by the Institute as losses, damages, costs, charges or expenses by reason of such default or defaults on the Contractor's part.
2. Notwithstanding anything to the contrary in these presents or in the said Agreement The Institute's decision as to whether the Contractor has made any default or defaults or the amount or amounts to which the Institute is entitled by reason thereof will be binding on the Contractor for the purpose of this Indemnity and the Contractor shall not be entitled to ask the Institute to establish its claim or claims under this Indemnity but will pay the same on demand without any objection provided always the mutual rights under the said Agreement shall not in any way be prejudiced by reason of such demand by the Institute and payment by the Contractor under this Indemnity and the claims under the said Agreement (which Shall be settled in accordance with the said Agreement) without prejudice to the Institute's rights to demand immediately under this Indemnity and the Contractor's liability to pay the same.
3. This Indemnity shall continue and hold good until it is released by the Institute in writing on the Contractor's application after expiry of relative Guarantee period of the said Agreement and after the contractor has discharged all his obligations under the said Agreement and submitted a "NO DEMAND CERTIFICATE" from the Institute under the said Agreement. The Indemnity Bond shall be valid for a minimum period of CONTRACT PERIOD and renewable thereof (Claim Period).

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4. The Institute will have the fullest liberty from time to time to enforce or forbear to enforce any of the Terms & Conditions of the said Agreement and the Contractor shall not be released from his / their liability under this Indemnity by the exercise of the Institute 's liberty with reference to the matters aforesaid or by reason of any time being given to the Contractor or any forbearance, act or omission on the Institute's part or any indulgence by the Institute to the

Contractor or by any variations or modifications of the said Agreement or any other act, matter or thing whatsoever on the Institute's part.

5. This Indemnity and the powers and provisions herein contained are in addition to and not by way of limitation or substitution for any other guarantee, indemnities hereto before given to the Institute by the Contractor and this indemnity does not revoke or limit such indemnities or guarantee.

IN WITNESS WHERE OF the Parties hereto have executed these presents the day the year First hereinabove written.

Name and sign of the Contractor

Registrar

AIIMS Raipur

In the presence of following Witness

In the presence of following

Witness

- 1.
- 2.
- 3.

- 1.
- 2.
- 3.

(ON A STAMP PAPER of Rs.100/-)

UNDERTAKING

To,

The Director,
All India Institute of Medical Sciences, Raipur-492099(CG)

Name of the firm/Agency-----

Name of the tender----- Due date: -----

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed in the AIIMS Raipur through individual Security Guards Bank Account as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide strictly all the security guards, necessary security accessories and necessary security training as per the Private Security agencies (Regulation) Act 2005 and must comply with and follow all the provision of Chhattisgarh Rajya Niji Suraksha Abhikaran (Viniyaman) Niyam-2008
5. I/We do hereby undertake that complete security of the AIIMS Raipur shall be ensured by our Security Agency. The security money deposited by me/us will forfeit in case of any loss is caused to the Institute due to any security lapse, as well as any other Point considered by our Agency. Our Security Service shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs.____Lakhs (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone./Mobile No.

To,

The Director
All India Institute of Medical Sciences
Tatibandh
Raipur- 492099. (C.G).

Subject: Tender for Providing Security Service in the AIIMS Raipur.

With Reference to the letter No:-.

Dear Sir,

With respect to the tender enquiry, I / We hereby submit my / our tender in a required format. I/We have adhered to the requirements prescribed by AIIMS, Raipur. I / We have carefully gone through the guidelines / terms and conditions and prescribed format and I / We accept the same without any alternations / modifications.

Thanking you,

Yours faithfully,

Signature and seal of bidder

Address:

Date:

UNDERTAKING (On Rs. 10/- stamp paper)

(TO BE SUBMITTED BY THE SECURITY AGENCY)

Along with each monthly bill for Compliance of the provisions of Contract Labour (Regulation & Abolition) Act, Rules and other laws as applicable)

I _____ s/o _____

proprietor/partner/Director of M/s _____, do hereby declare and undertake as under:-

1. That in the capacity of Security Agency with regard to security Manpower deployed at (Description of Principal employer) against work order No. ----- dated-----

I / We have complied with the provisions of Contract Labour (R& A) Act 1970 in holding a valid license under the Act and rules thereto. I have paid the wages for the month of

_____As per DGR rates /Minimum wage Act to all my employees and no dues are payable to any employee.

2. That I have covered all the eligible employees under the Employees Provident Fund and Miscellaneous Provisions Act and the Employees State Insurance Act and deposited the contribution under our code number for the following months and as such no amount whatsoever is payable.
3. It is certified that the PF challan for Rs. _____ and ESI Challan for Rs. _____ enclosed with my bill pertains to my workers whose name are appearing in the wage sheet for the month _____
4. I further declare and undertake that in case any liability pertaining to my employees is to be discharged by the Principal employer for my lapses, I undertake to reimburse the same or the Principal Employer is authorize to deduct the same from my dues as payable.

Authorised Signatory

M/s _____

(Rubber Seal)

(ON STAMP PAPER OF Rs. 100)

UNDERTAKING

To,

The Director
All India Institute of Medical Sciences,
Raipur (C.G) – 492099

Name of the firm/Agency _____

Name of the tender _____ Due date: _____

Sir,

01. I/we hereby declare and undertake that uniform and barrack expenses are included in service charge, therefore the uniform and barrack facility will be provided free of cost with all basic amenities **(i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene)** to all the employees employed by the security agency for AIIMS, Raipur.

02. I/we hereby declare and undertake that Registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel as all these are included in service charge, so any amount of money shall not be taken from security personnel in the name of what so ever and will not be deducted from their salary.

03. I/we further hereby declare and undertake that the agency will have no right to deduct any part of the remuneration to be paid by the institute for employee's wages plus other statutory deposits, except EPF and ESIC. Any violation by the agency will construe criminal offence of cheating and will be dealt with accordingly.

04. I/We hereby declare and undertake that all the Tools and equipments (page no:-34, 35) and vehicle (page no-12, 13 and 57,58) will be provided by the security agency for AIIMS Raipur.

(Signature and seal of the Bidder)

Name and address of the Bidder

Date:

UNDERTAKING (On Rs. 10/- stamp paper)

(To be submitted by security personnel)

I Shri/Smt./Km. son/daughter of resident of am an contractual employee of Ms. I have been deployed as at AIIMS, Raipur on outsourcing basis w.e.f.

I understand that during the aforesaid deployment I will be an employee of Ms..... There will be no master and servant relationship between AIIMS, Raipur and me. I will not claim nor shall be entitled to claim pay, perks and other facilities as admissible to ad-hoc, regular/confirmed employees of AIIMS, Raipur during the currency or after expiry of the contract.

I undertake that on termination of this contract on its expiry or otherwise, I shall not be entitled to and will have no claim for any regular employment or for any relaxation for absorption in the regular/other capacity at AIIMS, Raipur.

I also agree that Ms.shall be solely responsible for the redressal of grievances/resolution of disputes relating to Pay, EPF, ESI, and other service conditions etc. which I may have under the scope of this contract. AIIMS Raipur shall, in no way, be responsible for settlement of such issues whatsoever.

**Signature
Name**

Section- 08

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / code / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

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- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their Financial Bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further, this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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- 10) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.